

UNITED STATES AIR FORCE

AD-A197 336

OCCUPATIONAL SURVEY REPORT

DTIC
ELECTE
JUL 13 1988
S D

ADMINISTRATION

AFSC 702X0.

AFPT 90-702-804

MAY 1988

OCCUPATIONAL ANALYSIS PROGRAM
USAF OCCUPATIONAL MEASUREMENT CENTER
AIR TRAINING COMMAND
RANDOLPH AFB, TEXAS 78150-5000

APPROVED FOR PUBLIC RELEASE; DISTRIBUTION UNLIMITED

DISTRIBUTION FOR
AFSC 702X0 OSR AND SUPPORTING DOCUMENTS

	<u>OSR</u>	<u>ANL</u> <u>EXT</u>	<u>TNG</u> <u>EXT</u>	<u>JOB</u> <u>INV</u>
AFHRL/ID	1	1m	1m/1h	1
AFHRL/MODS	2	1m	1m	1
AFMPC/DPMRPQ1	2			
ARMY OCCUPATIONAL SURVEY BRANCH	1			
CCAF/AYX	1			
DEFENSE TECHNICAL INFORMATION CENTER	2			
HQ AAC/DPAT	3		3	
HQ AFCC/DPATO	3		3	
HQ AFCC/TTGT	3		3	
HQ AFISC/DAP	2			
HQ AFLC/MPCA	3		3	
HQ AFSC/MPAT	3		3	
HQ AFSPACECOM/MPTT	2		2	
HQ AFSPACECOM/TTGT	1		1	
HQ ATC/DPAE	1		1	
HQ ATC/TTOC	2		1	
HQ ESC/DPTE	2		2	
HQ ESC/TTGT	1		1	
HQ MAC/DPAT	3		3	
HQ MAC/TTGT	1		1	
HQ PACAF/DPAT	3		3	
HQ PACAF/TTGT	1		1	
HQ SAC/DPAT	3		3	
HQ SAC/TTGT	1		1	
HQ TAC/DPATJ	3		3	
HQ TAC/TTGT	1		1	
HQ USAF/DPPE	1			
HQ USAFE/DPAT	3		3	
HQ USAFE/TTGT	1		1	
HQ USMC (CODE TPI)	1			
NODAC	1			
SAF/AADA (Wash DC 20330-1000)	1		1	
3300 TCHTW/TTGX (KEESLER AFB MS)	3	3	3	3
3300 TCHTW/TTS (KEESLER AFB MS)	1		1	
3507 ACS/DPKI	1			
DET 3, USAFOMC (KEESLER AFB MS)	1	1	1	1
USAFOMC/OMYXL	10	2m	5	10

m = microfiche only
h = hard copy only

TABLE OF CONTENTS

	PAGE NUMBER
PREFACE	iii
SUMMARY OF RESULTS	iv
INTRODUCTION	1
Background	1
SURVEY METHODOLOGY	1
Inventory Development.	1
Survey Administration.	3
Survey Sample.	3
Task Factor Administration	5
SPECIALTY JOBS (Career Ladder Structure)	7
Overview of Specialty Jobs	7
Career Ladder Structure.	9
Group Descriptions	10
CIVILIAN COMPARISONS AND CIVILIAN/MILITARY COMPARISONS	27
Comparisons of Specialty Jobs.	27
Comparison of Current Group Descriptions to Previous Survey Findings.	27
ANALYSIS OF DAFSC GROUPS	33
Skill Level Descriptions	33
Summary.	38
ANALYSIS OF AFR 39-1 SPECIALTY DESCRIPTIONS.	38
TRAINING ANALYSIS.	39
First-Enlistment Personnel	40
Training Emphasis and Task Difficulty Data	40
Specialty Training Standard (STS).	40
Plan of Instruction (POI).	46
JOB SATISFACTION ANALYSIS.	52
IMPLICATIONS	61
APPENDIX A	62



Accession for	
NTIS GRA&I	<input checked="" type="checkbox"/>
DTIC TAB	<input type="checkbox"/>
Unannounced	<input type="checkbox"/>
Justification	
By	
Distribution /	
Availability Codes	
Dist	Avail and/or Special
A-1	

PREFACE

This report presents the results of a detailed Air Force Occupational Survey of the Administration career ladder (AFSC 702X0). Authority for conducting occupational surveys is contained in AFR 35-2. Computer products upon which this report is based are available for use by operations and training officials.

The survey instrument was developed by Captain Larry E. Letcher and Lieutenants Michael A. Peart and Richard M. Brull, Occupational Analysts, with computer programming support furnished by Ms Olga Velez. Mr Richard G. Ramos provided administrative support. Mr Theodore R. Wilcox and Lieutenant Valarie A. Brittain, Occupational Analysts, analyzed the data and wrote the final report. This report has been reviewed and approved by Mr Gerald R. Clow, Chief, Management Applications Branch, Occupational Analysis Division, USAF Occupational Measurement Center.

Copies of this report are distributed to Air Staff sections, major commands, and other interested training and management personnel. Additional copies are available upon request to the USAF Occupational Measurement Center, Attention: Chief, Occupational Analysis Division (OMY), Randolph AFB, Texas 78150-5000 (AUTOVON 487-6623).

RONALD C. BAKER, Colonel, USAF
Commander
USAF Occupational Measurement
Center

JOSEPH S. TARTELL, GM-14
Chief, Occupational Analysis Division
USAF Occupational Measurement
Center

SUMMARY OF RESULTS

1. Survey Coverage: The Administration career ladder was surveyed to obtain current data for use in training and management decisions. Survey results are based on responses from 2,584 military personnel (10 percent of all assigned 3-, 5-, 7-, 9-level AFSC 702X0 personnel) and 1,297 civilian personnel. All major using commands are well represented in the total sample of 3,881 combined military and civilian personnel.

2. Specialty Jobs: Eight clusters and eight independent jobs were identified in the analysis. Seven clusters and seven independent jobs were directly involved in the performance of various technical duties of the career ladder. The remaining cluster and independent job were oriented toward supervisory and managerial activities. The specialty structure reflects a very diverse career ladder.

3. Career Ladder Progression: The 3- and 5-skill level jobs were highly technical, with very little responsibility for supervision or management. Seven-skill level members, although reporting a responsibility for and performing supervision, were also performing a job that was quite technical. A much more notable shift towards supervision and management was evident by 9-skill level members.

4. AFR 39-1 Specialty Descriptions: The AFR 39-1 is generally accurate, except for the exclusion of orderly room administration responsibilities in all of the skill-level descriptions, and the not well-supported emphasis on supervision and management in the 7-skill level description.

5. Training Analysis: The March 1987 Specialty Training Standard (STS) is generally accurate. Six elements deserve attention for increases in proficiency levels for the 3-skill level course. A revised STS was developed at a Utilization and Training Workshop conducted in January 1988. The revised STS is considerably expanded and provides a comprehensive training document for the career ladder. Although generally accurate, the revised STS specifies 3-skill level proficiency codes for 11 elements that are not well supported by occupational survey data. Except for two units of instruction, the 4 Sep 87 Plan of Instruction (POI) is generally well supported by survey data.

6. Implications: The diversity of the specialty makes training decisions difficult and increases the burden of on-the-job training. Although the revised STS provides a comprehensive training document for the Administration career ladder, occupational survey data does not support proficiency codes assigned to 11 3-skill level STS elements. In addition, AFR 39-1 descriptions are not accurate in the respect that there is no mention of orderly room administration responsibilities.

OCCUPATIONAL SURVEY REPORT
ADMINISTRATION CAREER LADDER
(AFSC 702X0)

INTRODUCTION

This is a report of an occupational survey of the Administration career ladder completed by the Occupational Analysis Division, USAF Occupational Measurement Center. This survey was requested by SAF/AADA, Pentagon, to obtain current task and equipment data for use in evaluation of current training programs. The last survey results pertaining to this career ladder were published in April 1980.

This survey includes both military and civilian members. The inclusion of civilian personnel ensures a more complete coverage of jobs, since these personnel may be performing some tasks not performed by their military counterparts. Those who completed the survey booklet did so on a voluntary basis; thus, civilian representation in some areas is not as complete as military representation. Those civilians included in this study are in General Schedule (GS) grades 1-8.

Keywords: Job analysis, Career ladder, Management, Personnel development, Skills, Career ladder.

Background

As described in AFR 39-1 Specialty Descriptions, personnel in this career ladder are responsible for administrative support to functional managers. Meeting these responsibilities includes the application, management, and control of programs, policies, methods, and procedures concerning publications, forms, office systems, records, administrative communications, unit mail, and training. The Administration career ladder provides receptionist, referral, coordination, and office management services.

Entry into the career ladder is from Basic Military Training School (BMTS) through a Category A 4-week, 3-day formal training course conducted at Keesler AFB, Mississippi, or by retraining. Entry into the career ladder currently requires an Armed Services Vocational Aptitude Battery (ASVAB) Administrative Score of 32.

SURVEY METHODOLOGY

Inventory Development

The data collection instrument for this occupational survey was USAF Job Inventory AFPT 90-702-804, dated December 1986. A tentative task list was prepared after reviewing pertinent career ladder publications and directives,

APPROVED FOR PUBLIC RELEASE; DISTRIBUTION UNLIMITED

tasks from the previous survey instrument, and data from the last Occupational Survey Report (OSR). The preliminary task list was refined and validated through personal interviews with more than 200 subject-matter experts selected to cover a variety of major commands (MAJCOM) and varying administrative functions at the following locations:

<u>BASE</u>	<u>REASON FOR VISIT</u>
Suwon AB KOR	Wartime Mission
Osan AB KOR	Wartime Mission
Kunsan AB KOR	Wartime Mission
Clark AB RP	Constant state of transition; Far from logistical support
Elmendorf AFB AK	Enlisted 702X0s in high level jobs
Shemya AFB AK	Large air base group at remote location
Ramstein AB GE	AF elements; Wartime Mission
Neubruoecke AB GE	Wartime Mission
Chievres AB BE	Supreme Headquarters Allied Powers Europe (SHAPE)
Maxwell AFB AL	AU, ROTC, CCAF
Pentagon Wash DC	Civilians
Andrews AFB DC	Presidential support
Bolling AFB DC	HQ AFOSI
Brooks AFB TX	AFSC 702X0 personnel in medical organizations
Langley AFB VA	MAJCOM
Offutt AFB NE	MAJCOM
Robins AFB GA	Civilians
Wright-Patterson AFB OH	Civilians
Shaw AFB SC	AFSC 702X0 personnel deploy frequently
Florennes AB BE	AFSC 702X0 involved in Ground Launched Cruise Missile (GLCM) mission

Kelly AFB TX	Civilians
Keesler AFB MS	Tech school
McClellan AFB CA	Civilians
Mather AFB CA	Advanced concept base, Recruiting function, Model Installation Program

The resulting job inventory contained a comprehensive listing of 969 tasks grouped under 18 duty headings and a background section requesting such information as grade, duty title, and job satisfaction data. Prior to mailing, the survey instrument was reviewed by the American Federation of Government Employees (AFGE), the National Federation of Federal Employees (NFFE), and the National Association of Government Employees (NAGE).

Survey Administration

From January 1987 through June 1987, Consolidated Base Personnel Offices (CBPO) in operational units worldwide administered the inventory to military job incumbents holding DAFSCs 70230, 70250, 70270, and 70290. Inventories for civilian personnel were sent directly to their organizations. Military participants were selected from a computer-generated mailing list obtained from personnel data tapes maintained by the Air Force Human Resources Laboratory (AFHRL). Civilian personnel were selected from a list supplied by the Civilian Personnel Management Center (CPMC).

Each individual who completed the inventory first completed an identification and biographical information section and then checked each task performed in his or her current job. After checking all tasks performed, each member then rated each of these tasks on a 9-point scale showing relative time spent on that task, as compared to all other tasks checked. The ratings ranged from 1 (very small amount time spent) through 5 (about average time spent) to 9 (very large amount time spent).

To determine relative time spent for each task checked by a respondent, all of the incumbent's ratings are assumed to account for 100 percent of his or her time spent on the job and are summed. Each task rating is then divided by the total task ratings and multiplied by 100 to provide a relative percentage of time for each task. This procedure provides a basis for comparing tasks in terms of both percent members performing and average percent time spent.

Survey Sample

Personnel were selected to participate in this survey to ensure an accurate representation across MAJCOMs, military paygrade, and civilian wage grade groups. Table 1 reflects the percentage distribution, by MAJCOM, of assigned military AFSC 702X0 personnel as of 1 Dec 86. The 2,584 military respondents

TABLE 1
COMMAND REPRESENTATION OF SURVEY SAMPLE
(MILITARY)

<u>COMMAND</u>	<u>PERCENT OF ASSIGNED*</u>	<u>PERCENT OF SAMPLE</u>
SAC	18%	20%
TAC	17%	18%
USAFE	11%	11%
MAC	9%	9%
ATC	8%	9%
AFSC	5%	6%
PACAF	5%	4%
ESC	2%	2%
AFSPACECOM	2%	2%
AAC	1%	1%
AFLC	1%	1%
AU	1%	1%
OTHER	20%	16%
TOTAL	100%	100%

Total Assigned - 25,474
Total Eligible for Survey** - 21,669
Total in Sample - 2,584
Percent of Assigned in Sample - 10%
Percent of Eligible in Sample - 12%

* Assigned strength as of December 1986

** Excludes those personnel in PCS, student, or hospital status, or
with less than 6 weeks on the job

in the final sample represent 10 percent of the total assigned AFSC 702X0 personnel. Table 2 reflects the paygrade distribution for military members. Table 3 displays civilian personnel representation.

Task Factor Administration

In addition to completing the job inventory, selected senior AFSC 70270 personnel (generally E-6 or E-7 technicians) also completed a second booklet for either training emphasis (TE) or task difficulty (TD). The TE and TD booklets were processed separately from the job inventories. The information is used in a number of different analyses discussed in more detail within the report.

Task Difficulty (TD). Each individual completing a TD booklet was asked to rate all of the tasks on a 9-point scale (from extremely low to extremely high) as to the relative difficulty of each task in the inventory. Difficulty is defined as the length of time required by the average incumbent to learn to do the task. TD data were independently collected from 67 experienced 7-skill level personnel stationed worldwide. If raters were in complete agreement on TD ratings for the specialty, the interrater reliability would be 1.0. The interrater reliability (as assessed through components of variance of standard group means) of .95 for these AFSC 702X0 raters reflects a satisfactory agreement among raters. Ratings were standardized so tasks have an average difficulty rating of 5.00, with a standard deviation of 1.00. The resulting data yield essentially a rank ordering of tasks indicating the degree of difficulty for each task in the inventory.

Training Emphasis (TE). Individuals completing TE booklets were asked to rate tasks on a 10-point scale (from no training required to extremely high amount of training required). Training emphasis is a rating of which tasks require structured training for first-term personnel. Structured training is defined as training provided at resident technical schools, field training detachments (FTD), mobile training teams (MTT), formal OJT, or any other organized training method. TE data were independently collected from 90 experienced 7-skill level personnel stationed worldwide. As with TD ratings, if all raters were in complete accord on which tasks are important for first-enlistment training, the interrater reliability would be 1.0. The interrater reliability (as assessed through components of variance of standard group means) for these raters was .96, indicating there was satisfactory agreement among raters as to which tasks required some form of structured training and which did not. In this specialty, tasks rated high in TE have ratings of 2.81 and above, with an average rating of 1.52. As was discussed in the Task Difficulty (TD) section above, TE rating data may also be used to rank order tasks indicating those tasks which senior NCOs in the field consider the most important for the first-term airman to know.

When used in conjunction with the primary criterion of percent members performing, TD and TE ratings can provide insight into first-term personnel training requirements. Such insights may suggest a need for lengthening or shortening portions of instruction supporting AFS entry-level jobs.

TABLE 2
PAYGRADE DISTRIBUTION OF SURVEY SAMPLE

<u>GRADE</u>	<u>PERCENT OF ASSIGNED*</u>	<u>PERCENT OF SAMPLE</u>
AIRMEN	26	23
E-4	27	27
E-5	23	24
E-6	13	13
E-7	8	10
E-8	2	2
E-9	1	1

* Assigned strength as of December 1986

TABLE 3
CIVILIANS SURVEYED/RESPONDING

<u>OCCUPATIONAL SERIES</u>	<u>NUMBER SURVEYED</u>	<u>NUMBER RESPONDING</u>	<u>PERCENT OF SURVEYED RESPONDING</u>
MULTIPLE CIVILIAN ADMINISTRATIVE SERIES	3,500	1,297	37%

NOTE: Columns may not add to 100 percent due to nonresponse or rounding

SPECIALTY JOBS (Career Ladder Structure)

A USAF occupational analysis begins with an examination of the career ladder structure. The structure of jobs within the Administration career ladder was examined on the basis of similarity of tasks performed and the percent of time spent ratings provided by job incumbents, independent of other specialty background factors.

Each individual in the sample performs a set of tasks called a job. For the purpose of organizing individual jobs into similar units of work, an automated job clustering program is used. This hierarchical grouping program is a basic part of the Comprehensive Occupational Data Analysis Program (CODAP) system for job analysis. Each individual job description (all the tasks performed by that individual and the relative amount of time spent on those tasks) in the sample is compared to every other job description in terms of tasks performed and the relative amount of time spent on each task in the job inventory. The automated system is designed to locate the two job descriptions with the most similar tasks and percent time ratings and combine them to form a composite job description. In successive stages, new members are added to initial groups or new groups are formed based on the similarity of tasks performed and similar time ratings in the individual job descriptions.

The basic identifying group used in the hierarchical job structuring process is the job. When there is a substantial degree of similarity between jobs, they are grouped together and identified as a cluster. Specialized job types too dissimilar to fit within a cluster are labeled independent job types. The job structure information resulting from this grouping process (the various jobs within the career ladder) can be used to evaluate the accuracy of career ladder documents (AFR 39-1 Specialty Descriptions and Specialty Training Standards) and to gain a better understanding of current utilization patterns. The above terminology will be used in the discussion of the AFSC 702X0 career ladder structure.

Overview of Specialty Jobs

Responses from AFSC 702X0 personnel in the survey sample indicate a career ladder where most people perform a rather large number of common tasks. Even so, based on some variations in combinations of tasks performed, structure analysis identified eight clusters and eight independent job types within the survey sample. Based on task similarity and relative time spent, the division of jobs performed by AFSC 702X0 personnel is illustrated in Figure 1, and a listing of those jobs is provided below. The stage (STG) and group (GRP) number shown beside each title in the listing is a reference to computer printed information; the number of personnel in each group (N) is also shown. The reader should be aware that the number of personnel in the subgroups does not always equal the total number shown for a cluster. However, the jobs performed by those few not included are adequately described by the cluster description.

ADMINISTRATION CAREER LADDER (AFSC 702X0 AND RELATED CIVILIAN JOB SERIES)

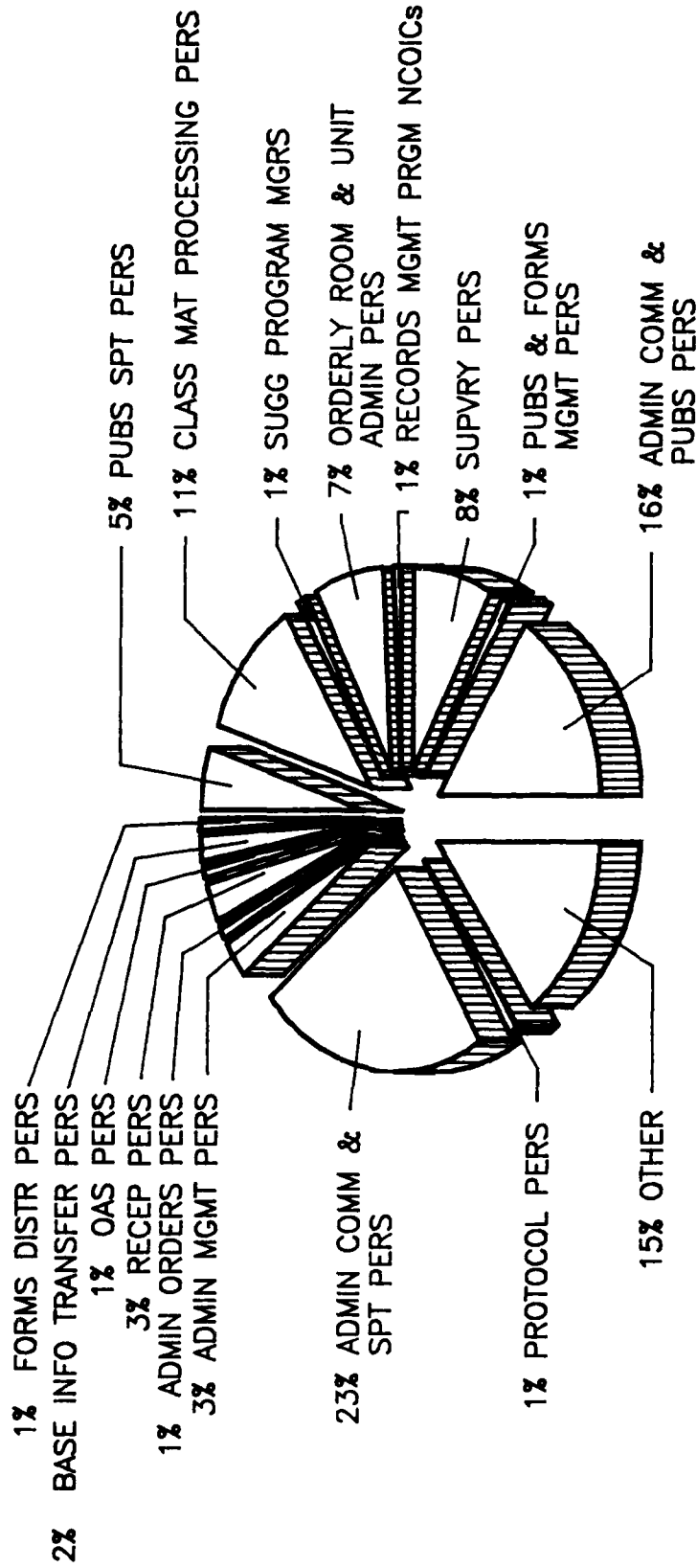


Figure 1

Career Ladder Structure

- I. PUBLICATIONS AND SUPPORT PERSONNEL CLUSTER (STG089, N=198)
 - A. Publication and Documentation Maintenance Clerks (STG543, N=13)
 - B. Publications and Forms Requirements Specialists (STG337, N=73)
 - C. Publications Distribution Office (PDO) Requirements and Distribution Specialists (STG383, N=19)
 - D. PDO Supervisors (STG483, N=12)
- II. CLASSIFIED MATERIALS PROCESSING PERSONNEL CLUSTER (GRP109, N=435)
 - A. Administrative Communications and Classified Material Specialists (GRP102, N=267)
 - B. Document Security Specialists (GRP104, N=120)
 - C. Base Information Transfer Center Accountable Mail Supervisors (STG422, N=26)
- III. ADMINISTRATIVE COMMUNICATIONS AND PUBLICATIONS PERSONNEL CLUSTER (GRP108, N=641)
 - A. Correspondence and Publications Staff Support Clerks (GRP103, N=539)
 - B. Detachment and Unit Administration Support Specialists (GRP101, N=55)
 - C. ROTC and Recruiting Detachment Administrators (STG592, N=30)
- IV. ADMINISTRATIVE COMMUNICATIONS AND SUPPORT PERSONNEL CLUSTER (STG280, N=875)
 - A. Clerk-Typists (GRP105, N=306)
 - B. Typists (STG604, N=25)
 - C. Filing Secretaries (STG740, N=15)
 - D. Incoming Administrative Communications Delivery and Control Clerks (STG626, N=15)
 - E. Office Support and Document Protection Clerks (STG569, N=14)
 - F. Secretary-Stenographers (STG760, N=309)
 - G. General Administrative Secretaries (STG763, N=118)
 - H. HQ Level Administrative Communications Processing Specialists (STG479, N=28)
 - I. Office Copier Administration and Supply Specialists (STG364, N=16)
 - J. Appointment and Scheduling Secretaries (STG504, N=13)
- V. ORDERLY ROOM AND UNIT ADMINISTRATION PERSONNEL CLUSTER (GRP107, N=260)
 - A. Orderly Room Specialists (STG234, N=35)
 - B. Unit Orderly Room and Publications Support Clerks (STG805, N=27)
 - C. Unit and Orderly Room Administration NCOICs and Chief Clerks (GRP106, N=197)

- VI. SUPERVISORY PERSONNEL CLUSTER (STG251, N=317)
 - A. NCOIC Functional Unit Administration (STG352, N=298)
 - B. Resource Managers and Supervisors (STG311, N=18)
- VII. PROTOCOL PERSONNEL CLUSTER (STG401, N=39)
 - A. Protocol Specialists (STG474, N=28)
 - B. PME Administrative and Protocol Clerks (STG489, N=11)
- VIII. SUGGESTION PROGRAM MANAGERS INDEPENDENT JOB TYPE (STG299, N=15)
- IX. PUBLICATIONS AND FORMS MANAGERS INDEPENDENT JOB TYPE (STG309, N=43)
- X. ADMINISTRATION MANAGERS INDEPENDENT JOB TYPE (STG171, N=117)
- XI. RECORDS MANAGERS INDEPENDENT JOB TYPE (STG533, N=34)
- XII. ADMINISTRATIVE ORDERS CLERKS INDEPENDENT JOB TYPE (STG194, N=31)
- XIII. RECEPTIONIST PERSONNEL INDEPENDENT JOB TYPE (GRP098, N=135)
- XIV. OFFICE AUTOMATED SYSTEMS (OAS) PERSONNEL INDEPENDENT JOB TYPE (STG398, N=10)
- XV. BASE INFORMATION TRANSFER PERSONNEL CLUSTER (STG404, N=83)
 - A. BITC Distribution Clerks (STG423, N=72)
 - B. HQ Unit Accountable Mail Personnel (STG651, N=11)
- XVI. FORMS DISTRIBUTION SPECIALISTS INDEPENDENT JOB TYPE (STG242, N=18)

The respondents forming these groups account for 84 percent of the survey sample. The remaining 16 percent were performing tasks or series of tasks which did not group with any of the defined jobs.

Group Descriptions

The following paragraphs contain brief descriptions of the clusters and independent job types identified through the career ladder structure analysis. Selected background data for these groups are provided in Table 4. Representative tasks for all the groups are contained in Appendix A.

I. PUBLICATIONS SUPPORT PERSONNEL CLUSTER (STG089, N=198). Comprised of 4 different jobs, the 198 incumbents forming this cluster (5 percent of sample) are involved in providing publications support at both the Publications Distribution Office and functional levels. They perform a fairly narrow

TABLE 4

SELECTED BACKGROUND DATA FOR CLUSTERS AND INDEPENDENT JOB TYPES

	PUBLICATIONS SUPPORT PERSONNEL CLUSTER	CLASSIFIED MATERIALS PROCESSING PERSONNEL CLUSTER	ADMINISTRATIVE COMMUNICATIONS AND PUBLICATIONS PERSONNEL CLUSTER	ADMINISTRATIVE COMMUNICATIONS AND SUPPORT PERSONNEL CLUSTER
NUMBER IN GROUP	198	435	641	875
PERCENT MILITARY	86%	90%	78%	25%
PERCENT CIVILIAN	14%	10%	22%	75%
PERCENT OF TOTAL SAMPLE	5%	11%	17%	23%
PERCENT IN CONUS	77%	65%	80%	89%
DAFSC OR JOB SERIES DISTRIBUTION				
70230	20%	2%	10%	3%
70250	55%	52%	57%	15%
70270	10%	35%	11%	5%
70290	.5%	2%	.2%	.1%
0203	0	0	.5%	1%
0301	0	0	0	.1%
0303	4%	1%	3%	3%
0312	.5%	0	1%	1%
0318	2%	7%	16%	62%
0322	4%	0	1%	6%
0344	1%	0	.2%	.3%
0356	0	0	0	0
0525	0	0	0	0
2005	2%	0	0	0
OTHER	1%	1%	LESS THAN 1%	3.5%

* Columns may not add to 100% due to rounding

TABLE 4 (CONTINUED)

SELECTED BACKGROUND DATA FOR CLUSTERS AND INDEPENDENT JOB TYPES

	PUBLICATIONS SUPPORT PERSONNEL CLUSTER	CLASSIFIED MATERIALS PROCESSING PERSONNEL CLUSTER	ADMINISTRATIVE COMMUNICATIONS AND PUBLICATIONS PERSONNEL CLUSTER	ADMINISTRATIVE COMMUNICATIONS AND SUPPORT PERSONNEL CLUSTER
AVERAGE MILITARY PAYGRADE	E-4	E-5	E-4	E-4
AVERAGE MONTHS IN CAREER FIELD	54	102	69	85
AVERAGE MONTHS MILITARY SERVICE	64	117	73	75
AVERAGE MONTHS CIVILIAN SERVICE	75	114	111	129
PERCENT IN FIRST ENLISTMENT	60%	24%	46%	44%
PERCENT SUPERVISING	10%	22%	12%	5%
AVERAGE NUMBER TASKS PERFORMED	43	97	89	62

TABLE 4 (CONTINUED)
SELECTED BACKGROUND DATA FOR CLUSTERS AND INDEPENDENT JOB TYPES

	ORDERLY ROOM AND UNIT ADMINISTRATIVE PERSONNEL CLUSTER	SUPERVISORY PERSONNEL CLUSTER	PROTOCOL PERSONNEL CLUSTER	SUGGESTION PROGRAM MANAGERS
NUMBER IN GROUP	260	317	39	15
PERCENT MILITARY	97%	92%	82%	7%
PERCENT CIVILIAN	3%	8%	18%	93%
PERCENT OF TOTAL SAMPLE	7%	8%	1%	.4%
PERCENT IN CONUS	73%	75%	74%	87%
DAFSC OR JOB SERIES DISTRIBUTION				
70230	9%	2%	3%	0
70250	63%	31%	44%	7%
70270	26%	53%	31%	0
70290	.4%	6%	5%	0
0203	0	.3%	2%	7%
0301	0	0	8%	40%
0303	.4%	1%	2%	26%
0312	0	0	0	0
0318	1%	3%	5%	0
0322	.8%	0	0	20%
0344	0	1%	0	0
0356	0	0	0	0
0525	0	0	0	0
2005	0	0	0	0
OTHER	0*	2.7%	0	0

* Columns may not add to 100% due to rounding

TABLE 4 (CONTINUED)

SELECTED BACKGROUND DATA FOR CLUSTERS AND INDEPENDENT JOB TYPES

	ORDERLY ROOM AND UNIT ADMINISTRATIVE PERSONNEL CLUSTER	SUPERVISORY PERSONNEL CLUSTER	PROTOCOL PERSONNEL CLUSTER	SUGGESTION PROGRAM MANAGERS
AVERAGE MILITARY PAYGRADE	E-5	E-6	E-5	E-3
AVERAGE MONTHS IN CAREER FIELD	78	132	93	16
AVERAGE MONTHS MILITARY SERVICE	93	160	109	20
AVERAGE MONTHS CIVILIAN SERVICE	105	151	164	91
PERCENT IN FIRST ENLISTMENT	47%	10%	25%	100%
PERCENT SUPERVISING	37%	72%	31%	13%
AVERAGE NUMBER TASKS PERFORMED	134	205	80	47

TABLE 4 (CONTINUED)
SELECTED BACKGROUND DATA FOR CLUSTERS AND INDEPENDENT JOB TYPES

	PUBLICATIONS AND FORMS MANAGEMENT PERSONNEL	ADMINISTRATION MANAGERS	RECORDS MANAGERS	ADMINISTRATIVE ORDERS CLERKS
NUMBER IN GROUP	43	117	34	31
PERCENT MILITARY	70%	91%	65%	65%
PERCENT CIVILIAN	30%	9%	35%	35%
PERCENT OF TOTAL SAMPLE	1%	3%	1%	1%
PERCENT IN CONUS	74%	80%	79%	81%
DAFSC OR JOB SERIES DISTRIBUTION				
70230	0	2%	3%	10%
70250	30%	17%	41%	42%
70270	35%	55%	15%	13%
70290	7%	18%	3%	0
0203	0	2%	0	6%
0301	0	0	0	0
0303	2%	2%	0	6%
0312	0	0	0	0
0318	0	0	3%	3%
0322	0	2%	0	10%
0344	23%	0	26%	0
0356	0	0	0	0
0525	0	0	0	0
2005	0	0	0	0
OTHER	3%	2%	9%	10%

* Columns may not add to 100% due to rounding

TABLE 4 (CONTINUED)

SELECTED BACKGROUND DATA FOR CLUSTERS AND INDEPENDENT JOB TYPES

	PUBLICATIONS AND FORMS MANAGEMENT PERSONNEL	ADMINISTRATION MANAGERS	RECORDS MANAGERS	ADMINISTRATIVE ORDERS CLERKS
AVERAGE MILITARY PAYGRADE	E-6	E-7	E-5	E-4
AVERAGE MONTHS IN CAREER FIELD	112	146	90	64
AVERAGE MONTHS MILITARY SERVICE	101	198	144	64
AVERAGE MONTHS CIVILIAN SERVICE	188	198	204	108
PERCENT IN FIRST ENLISTMENT	14%	57%	29%	45%
PERCENT SUPERVISING	58%	84%	26%	13%
AVERAGE NUMBER TASKS PERFORMED	112	69	85	31

TABLE 4 (CONTINUED)

SELECTED BACKGROUND DATA FOR CLUSTERS AND INDEPENDENT JOB TYPES

NUMBER IN GROUP PERCENT MILITARY PERCENT CIVILIAN PERCENT OF TOTAL SAMPLE PERCENT IN CONUS	RECEPTIONIST		OFFICE		BASE		FORMS	
	PERSONNEL		AUTOMATED		INFORMATION		DISTRIBUTION	
				PERSONNEL		TRANSFER		SPECIALISTS
	135		10		83		18	
	64%		60%		90%		89%	
	36%		40%		10%		11%	
	3%		.2%		2%		.4%	
	90%		90%		73%		89%	
DAFSC OR JOB SERIES DISTRIBUTION								
70230	7%		0		30%		17%	
70250	25%		30%		52%		67%	
70270	5%		30%		8%		6%	
70290	0		0		0		0	
0203	11%		10%		0		0	
0301	1%		0		0		0	
0303	16%		20%		2%		6%	
0312	1%		0		0		0	
0318	22%		0		0		0	
0322	11%		0		1%		0	
0344	0		10%		0		0	
0356	0		0		0		0	
0525	0		0		0		0	
2005	0		0		0		0	
OTHER	1%		0		7%		6%	
							0*	

* Columns may not add to 100% due to rounding

TABLE 4 (CONTINUED)

SELECTED BACKGROUND DATA FOR CLUSTERS AND INDEPENDENT JOB TYPES

	RECEPTIONIST PERSONNEL	OFFICE AUTOMATED SYSTEMS PERSONNEL	BASE INFORMATION TRANSFER PERSONNEL	FORMS DISTRIBUTION SPECIALISTS
AVERAGE MILITARY PAYGRADE	E-4	E-6	E-4	E-4
AVERAGE MONTHS IN CAREER FIELD	59	120	44	40
AVERAGE MONTHS MILITARY SERVICE	66	160	46	46
AVERAGE MONTHS CIVILIAN SERVICE	93	178	118	14
PERCENT IN FIRST ENLISTMENT	23%	10%	70%	56%
PERCENT SUPERVISING	2%	20%	16%	11%
AVERAGE NUMBER TASKS PERFORMED	16	72	59	32

job (average of 43 tasks) in establishing and fulfilling publications requirements. Typical tasks performed by members of this group (86 percent military and 14 percent civilian) include:

- maintain publication indexes
- review publications bulletins
- request publications from PDO
- review publications requirements
- maintain publication distribution records
- distribute publications
- review publications requisitions

Of the four jobs identified within the cluster, two jobs were identified within the PDO and two jobs were at the functional level. The jobs within the PDO consisted of one group of supervisors and a less experienced group. The PDO military supervisors had an average of 9 years TAFMS, while the less experienced military group had an average of 5 years TAFMS. There were corresponding differences in terms of Time In Career Field (TICF), with the PDO Supervisors having an average of 6 years, while the less experienced had an average of 4 years. As might be expected, supervisors are performing an average of 40 more tasks than the less experienced group, since they are involved in performing both technical and supervisory tasks. The supervisors are also active in the area of training both their subordinates and Customer Account Representatives at the functional level. At the functional level, the two jobs are also different in terms of the overall experience level. The more experienced group basically provides the key interface between the functional level and the PDO. This group is often referred to as Customer Account Representatives (CAR). The job for the less experienced group is much more limited in that they perform an average of only 28 tasks compared to 47 for the more experienced group.

II. CLASSIFIED MATERIALS PROCESSING PERSONNEL CLUSTER (GRP109, N=435). This cluster of three jobs, accounting for 11 percent of the sample, is differentiated from the entire sample because of their specialization in preparing and processing classified documents. The 435 members of this cluster are predominantly military (90 percent) with an average military paygrade of E-5. Typical tasks performed by this group include:

- secure classified material
- destroy classified materials or waste
- prepare receipts for classified material
- apply appropriate markings to classified material
- certify destruction of classified material
- verify receipt of secret material
- maintain receipt forms on classified materials

Of the three jobs in this cluster, two are performed at the functional unit level. These jobs differ from each other in the respect that the people in one are much more involved in tasks dealing with the preparation and processing of administrative communications, in addition to classified material processing tasks. This group performs an average of 107 tasks compared to 68 tasks for the other functional unit group. The military personnel in each of the functional unit level jobs are comparable to each other in terms of TAFMS (115 months versus 116 months), TICF (103 months versus 105 months), and average paygrade of E-5. The third job in this cluster is comprised of people who work in the Base Information Transfer Center (BITC) where the mail for the base is initially received and finally dispatched. This group spends more of their time processing accountable containers and articles than those in the other two jobs within this cluster. In addition, 65 percent of the personnel performing this job are supervisors who also perform technical tasks. This explains why the people in this group perform an average of 37 more tasks than either of the other two jobs in this cluster.

III. ADMINISTRATIVE COMMUNICATIONS AND PUBLICATIONS PERSONNEL CLUSTER (GRP108, N=641). The personnel in this cluster (78 percent military and 22 percent civilian) are involved in providing staff support at the functional unit level. They differ from other clusters to the extent that their time is fairly evenly divided between preparing and processing administrative communications and providing publications support. This cluster, consisting of 3 jobs, is the second largest (17 percent of sample). Over half (57 percent) are 5-skill level personnel, and 12 percent are supervisors. Typical tasks performed by members are:

- type rough drafts of administrative communications
- type administrative communications in final form
- maintain suspense files
- type APR
- maintain functional publication library
- review publications bulletins
- maintain publication indexes
- review publications requirements

Of the three jobs identified within this cluster, two are similar in the respect that they also involve the performance of some unit administration and orderly room support tasks. These tasks are in addition to the preparation of administrative communications and publications support tasks, which are the main tasks performed within the cluster. One of these jobs, performed mostly by ROTC and recruiting detachment administrative personnel, is quite broad in scope in that members of this group perform an average 138 tasks. The personnel in this job usually are in one-deep positions within units not residing on AF bases. Accordingly, they provide the full range of administrative support often shared by several individuals at units located on AF bases. This particular job is entirely military and has the highest experience level (108 months TICF) of any of the jobs performed within this cluster. The other job, which includes the performance of unit orderly room support tasks, largely

consists of personnel working in detachment and unit administration functions on AF bases. They differ from the orderly room cluster personnel (GRP107) to the extent that they spend much less of their time performing unit orderly room administration tasks. The average paygrade for this job is E-5, which is one full grade above the average grade for the entire cluster. The remaining job contains the largest membership (N=539) of any within the cluster. This job differs from the other jobs to the extent that members spend little time performing unit orderly room tasks, but larger amounts of their time within the publications duty. The members of this group are less experienced (average of 63 months TICF versus 91 months and 108 months, respectively) than the other two groups. The average paygrade is E-4.

IV. ADMINISTRATIVE COMMUNICATIONS AND SUPPORT PERSONNEL CLUSTER (STG280, N=875). This is the largest cluster identified (23 percent of sample) in the survey and the only cluster which contains a larger percentage of civilians than military personnel (75 percent civilian). The tasks performed by personnel within this cluster are differentiated from other clusters and independent job types by the emphasis placed on tasks associated with the preparation and processing of administrative communications and general or miscellaneous administration. The majority of personnel (62 percent) indicated they were working in civilian job series 0318, Secretary. A total of 10 jobs were being performed by members within this cluster. Typical tasks performed are:

- type rough drafts of administrative communications
- type administrative communications in final form
- greet visitors
- file correspondence
- maintain suspense files
- type OER
- notify personnel of appointments, details, or training

Of the 10 jobs within this cluster, 4 were identified as secretarial. Each of these 4 jobs vary from each other in terms of the average number of tasks performed (ranging from 27 to 124) and time spent on the performance of particular tasks. The differences, in terms of task emphasis, deal with dictation, documentation, scheduling appointments and reservations, and, finally, a generalist group that performs many more tasks than the other three. In addition to the secretarial jobs, two jobs were identified as variations of clerk-typist. One of these jobs includes members who spend most of their time performing typing and documentation tasks. Of the remaining four jobs performed within this cluster, one concentrates on the receipt, delivery, and coordination of incoming communications. Another HQ-level group concentrates on tasks related to processing incoming and outgoing administrative communications. Additionally, the two remaining jobs within this cluster are specialized in providing certain kinds of support, such as procuring office supplies, reproduction of materials, and document protection.

V. ORDERLY ROOM AND UNIT ADMINISTRATION PERSONNEL CLUSTER (GRP107, N=260). This cluster, consisting of three jobs, is almost exclusively military (97 percent). It contains 260 members (7 percent of sample) and is differentiated from other clusters and independent job types based on the concentration of time spent performing unit orderly room administrative duties. These personnel perform an average of 134 tasks, which is the second largest number of tasks performed by any cluster or independent job type identified. A total of 37 percent of cluster members are supervising. Sixty-three percent are 5-skill level personnel (second highest of any cluster or independent job type). Typical tasks performed include:

- perform in/out processing of unit personnel
- process leave requests
- maintain unit leave control log
- perform weight checks of personnel
- issue meal cards
- process requests for BAS

The three jobs identified within the cluster vary in terms of average number of tasks performed (low of 53 to high of 155) and in terms of experience levels (TICF ranges from 40 months to 88 months). As might be expected, the group with the more experienced members are also performing the most tasks. One of the jobs varied from the other two in that the members of one spent a much higher proportion of their time performing publications duty tasks.

VI. SUPERVISORY PERSONNEL CLUSTER (STG251, N=317). This cluster accounts for 8 percent (N=317) of the sample and consists of two jobs. The people in this group are distinguished from personnel in other clusters and independent job types by virtue of the fact that 72 percent are supervisors who perform supervisory tasks along with many technical tasks. This explains why the group members (92 percent military) perform the highest average number of tasks (205) identified in the sample.

The members of this cluster have an average paygrade of E-6, with an average of 11 years TICF. More than half (53 percent) have a 7-skill level DAFSC. Typical tasks performed by members are:

- advise personnel of administrative procedures
- determine work priorities
- advise personnel of work priorities
- review outgoing administrative communications
- type rough drafts of administrative communications
- maintain suspense files
- file correspondence

More than 94 percent of the personnel in this cluster are contained within the first of two jobs. The people performing this job most often identify themselves as NCOICs of various functional units. The job performed by members of this group differs from the smaller group to the extent that they spend much less of their time in the management of funds, equipment, and supplies.

VII. PROTOCOL PERSONNEL CLUSTER (STG401, N=39). The amount of time spent by the members of this group (less than 1 percent of sample) in the performance of protocol, escort, or related tasks sets them apart from other clusters or independent job types. This cluster (82 percent military) consists of two jobs. Only 25 percent of the military members are in their first enlistment, and 31 percent hold a 7-skill DAFSC. The members perform an average of 80 tasks, which is 10 less than the average of 90 for the entire military sample. Typical tasks performed by personnel forming this cluster are:

- mail guest invitations
- make billeting arrangements
- develop dinner seating and table charts
- develop proposed guest lists
- determine placement of flags at official functions
- make travel arrangements
- write letters of appreciation

The two jobs comprising this cluster differ from each other in the respect that members of the first spend almost twice the amount of time in performing protocol, escort, or related duty tasks than the second. The second group spends correspondingly greater amounts of time in the performance of tasks related to other duties. They also perform an average of 23 more tasks (104 vs 71) than the first group.

VIII. SUGGESTION PROGRAM MANAGERS IJT (STG299, N=15). Fourteen of the 15 members (less than 1 percent of sample) of this group are civilians. They are distinct from other clusters and independent job types in that they spend much of their time performing tasks directly related to management of suggestion programs. The scope of their job is fairly narrow in that they perform an average of only 47 tasks. The civilians performing this job indicate they are working in four different civilian job series. These job series are 0203, 0301, 0303, 0322. Typical tasks performed by Suggestion Program Managers are:

- review suggestion evaluations and transmittals for completeness
- establish case files for suggestions
- monitor suggestion program
- suspense Offices of Primary Responsibility (OPR) for replies

file correspondence
conduct suggestion program training
evaluate suggestions

IX. PUBLICATIONS AND FORMS MANAGEMENT PERSONNEL IJT (STG309, N=43). Consisting of 43 members (1 percent of sample), this job is distinguished from others identified in the career ladder structure based on the amount of time spent on tasks related to management of publications and forms functions. Seventy percent of the group are military personnel with an average paygrade of E-6. In addition, 58 percent are supervisors, which helps to explain that members perform a fairly large number (average of 112) of supervisory and technical tasks. Typical tasks include:

edit standard publication drafts
coordinate standard publications revisions with OPR
maintain record sets of publications
initiate annual or special reviews of publications
control reprints of forms
authorize forms reproductions

X. ADMINISTRATION MANAGERS IJT (STG171, N=117). The personnel performing this job (91 percent military) are senior in grade to all other clusters and independent jobs identified in the career ladder structure analysis. The members account for 3 percent of the sample (N=117). Fifty-five percent hold the 7-skill level DAFSC, while 18 percent hold the 9-skill level. The experience level of this group is reflected in the management and supervisory nature of the tasks they perform where they spend more time than all other jobs identified. The military members have an average of 17 years TAFMS and an average of 12 years TICF. Typical tasks performed by administration management personnel are:

advise personnel of administrative procedures
determine work priorities
interpret policies, directives, or procedures for subordinates
plan work assignments
develop work methods or procedures
write airman performance reports

XI. RECORDS MANAGERS IJT (STG533, N=34). This job, consisting of 34 members (1 percent of sample), is distinctive from the other clusters and independent job types in terms of the amount of time spent on performing records management tasks. Sixty-five percent of this group are military, with only 29 percent in their first enlistment. The average military paygrade is E-5, and they have an average of 12 years TAFMS. Typical tasks performed by this group's members include:

- advise personnel on records management procedures
- approve files maintenance and disposition plans
- evaluate records management filing systems
- maintain files on offices of record
- conduct records management training
- determine disposition of noncurrent records

XII. ADMINISTRATIVE ORDERS CLERKS IJT (STG194, N=31). The members (1 percent of sample) performing this job are distinctive from others identified in the career ladder structure analysis based on their concentration of time spent in performing tasks related to administrative orders. Members (65 percent military and 35 percent civilian) have a fairly narrow and specialized job in that they perform an average of only 31 tasks. The military members have an average paygrade of E-4, with an average of 5 years TAFMS. Only 13 percent of the group are supervisors. Typical tasks performed by Administrative Orders Clerks are:

- distribute orders
- prepare administrative orders
- review administrative orders prior to authentication
- maintain administrative order record sets
- answer administrative order inquiries
- authenticate administrative orders

XIII. RECEPTIONIST PERSONNEL IJT (GRP098, N=135). This group of 135 members (3 percent of sample) has the most specialized job of any identified. They perform an average of only 13 tasks, concentrating their time on receptionist activities. The civilian members of this group (64 percent) are composed of six different job series, with 22 percent working in Job Series 318 - Secretary. The military members have an average paygrade of E-4 with 5 years TICF. The few typical tasks performed by this group are:

- answer telephones
- operate office copiers
- file correspondence
- greet visitors

XIV. OFFICE AUTOMATED SYSTEMS (OAS) PERSONNEL IJT (STG398, N=10). The job performed by this extremely small group (less than 1 percent of sample) is identifiable from other jobs based on the amount of time spent on performing tasks within the plans and programs duty on office automated systems (OAS). Members (60 percent military, 40 percent civilian) reflect a fair amount of experience, with 10 years TICF. The military members have an average paygrade of E-6 with 13 years TAFMS. Typical tasks performed are:

- identify technical requirements for office automated systems (OAS)
- maintain OAS
- operate OAS
- identify user requirements for OAS
- provide guidance to OAS users
- coordinate maintenance for OAS

XV. BASE INFORMATION TRANSFER PERSONNEL CLUSTER (STG404, N=83). This cluster (N=83), accounting for 2 percent of sample, is differentiated from other clusters and independent job types based on time spent in the performance of tasks relating to processing incoming and outgoing mail. The members of this cluster, consisting of two jobs, are predominantly military (90 percent) with an average paygrade of E-4 and 46 months TAFMS. They perform an average of 59 tasks, which is 31 less than the average performed by the entire military sample. Typical tasks performed include:

- sign receipts for accountable containers
- redirect official missent mail
- consolidate mail shipments
- apply postage to containers
- pick up incoming administrative communications

Of the two jobs identified within this cluster, the largest group (N=72) is performing the processing of mail within the Base Information Transfer Center (BITC). The BITC is the focal point for incoming and outgoing mail to a base. The other job performed by 11 members assigned to HQ-type units, are more involved in the processing of mail at the functional level received from the BITC. This group also performs tasks related to processing classified materials.

XVI. FORMS DISTRIBUTION SPECIALISTS IJT (STG242, N=18). This group of 18 members (less than 1 percent of sample) perform a very specialized and fairly narrow job. They perform an average of only 32 tasks. This group (89 percent military) is set apart from others identified in the career ladder structure analysis by virtue of the amount of time spent in performing forms function tasks. The average military paygrade is E-4, with two-thirds (67 percent) being in their first enlistment. Typical tasks performed by forms distribution specialists include:

- issue nonaccountable forms to CAR
- warehouse forms
- package forms for shipping
- dispose of excess forms stock
- post publishing bulletins
- process form requisitions to CAR

CIVILIAN COMPARISONS AND CIVILIAN/MILITARY COMPARISONS

The primary purpose for including civilian personnel in this survey was to provide a database for developing career progression programs. From a progression viewpoint, we found that the scope of civilian jobs expanded as grade levels increased. Table 5 shows the average number of tasks performed by grades 2 through 7. The scope of jobs also varied, depending on the job series to which assigned. Table 6 shows the average number of tasks performed by selected job series. Comparison of civilian and military responses revealed that military and civilian members performed the same jobs. Table 4 indicates that only two jobs are predominantly civilian. The most significant task differences between civilian and military personnel are shown in Table 7. In addition, comparison of the entire civilian sample with the military sample revealed that civilians performed an average of 28 less tasks than military personnel (62 versus 90).

Comparisons of Specialty Jobs

Eight clusters and eight independent job types covering a variety of functions were identified in the career ladder structure analysis. Seven of the eight clusters and seven of the eight independent job types spent more than 75 percent of their time performing technical tasks. In addition, a total of 29 jobs were separately identified within the 8 clusters. The number of jobs and the degree of specialization present portrays a diverse career ladder structure. With deletion of the A, B, and C 7-level shreds in 1982 and 5-level shreds in 1985, the opportunity for career ladder members to move to a greater number of jobs has increased. The specialization and diversity that exists within the administrative career ladder is not well supported by a single career ladder structure.

Comparison of Current Group Descriptions to Previous Survey Findings

The results of the specialty job analysis were compared to those of OSR AFPT 90-702-389, dated April 1980. Table 8 displays a comparison of the administrative specialty jobs identified in each of the studies (note that the current study includes civilians). Review of the tasks comprising the jobs identified in 1980 revealed that most of these groups could be linked with similar task performances in the 1987 sample groups. Groups that were identified in the 1980 study, but not the 1987 study, include the Postal cluster, Courier Assistants, and Key punch Operators. Only one group, Office Automated Systems Personnel, was identified in the 1987 study, but was not identified in the 1980 study. The appearance of differences (i.e., some of the specific job titles) is a surface difference only and can be attributed to task list modifications or to the analytical approach used.

TABLE 5
TASK PERFORMANCE BY GRADE
(ALL SERIES COMBINED)

<u>GRADE</u>	<u>AVERAGE NR OF TASKS PERFORMED</u>
GS-02	18
GS-03	35
GS-04	55
GS-05	66
GS-06	72
GS-07	76

TABLE 6
SCOPE OF JOBS WITHIN JOB SERIES

<u>SERIES NR</u>	<u>OCCUPATIONAL DESCRIPTION</u>	<u>AVERAGE NR OF TASKS PERFORMED</u>
0344	MANAGEMENT CLERICAL	85
0318	SECRETARY	69
0312	CLERK STENO AND REPORTER	59
0303	MISC CLERK AND ASSISTANT	51
0301	MISC ADMIN AND PROGRAM	45
0322	CLERK-TYPIST	38

TABLE 7

DISPLAY OF REPRESENTATIVE TASKS FOR AND DIFFERENCES
BETWEEN MILITARY AND CIVILIAN GROUPS
(PERCENT MEMBERS PERFORMING)

TASKS	MILITARY (N=2,584)	CIVILIAN (N=1,297)
E187 PREPARE AF FORMS 2095 (ASSIGNMENT/PERSONNEL ACTION)	59	29
G397 REVIEW PUBLICATIONS BULLETINS	51	25
G364 MAINTAIN FUNCTIONAL PUBLICATION LIBRARY	44	23
E126 CONDUCT DAILY SECURITY CHECKS	43	20
G369 MAINTAIN PUBLICATION INDEXES	43	20
G395 REQUEST PUBLICATIONS FROM PDO	43	20
G341 CHARGE OUT PUBLICATIONS	42	17
F324 SORT INCOMING/OUTGOING COMMUNICATIONS OTHER THAN IN BITC	42	24
G398 REVIEW PUBLICATIONS REQUIREMENTS	41	21
F322 SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS	37	15
J539 DESTROY CLASSIFIED MATERIALS OR WASTE	34	12
G399 REVIEW PUBLICATIONS REQUISITIONS	34	15
E120 CHANGE SAFE COMBINATIONS	25	5
J535 CERTIFY DESTRUCTION OF CLASSIFIED MATERIALS	26	8
E125 CONDUCT BUILDING SECURITY CHECKS	25	7

E142 GREET VISITORS	62	80
F330 TYPE CIVILIAN APPRAISALS	16	67
E222 SCHEDULE MEETINGS OR CONFERENCES	23	56
E168 NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	35	56
E223 SCHEDULE PERSONNEL FOR APPOINTMENTS, DETAILS, OR TRAINING	27	49
F304 PROVIDE GUIDELINES FOR CORRESPONDENCE PREPARATION	21	39
E221 REVISE ORAL OR WRITTEN DICTATION	8	39
M777 TRANSCRIBE SHORTHAND NOTES	1	35
M769 TAKE NONVERBATIM DICTATION BY SHORTHAND	1	31
M768 READ BACK FROM DICTATION NOTES	1	31
N804 MAKE TRAVEL ARRANGEMENTS	8	31
M772 TAKE VERBATIM DICTATION BY SHORTHAND	1	30
N814 RESERVE CONFERENCE ROOMS	10	29
N803 MAKE BILLETING ARRANGEMENTS	10	27
M775 TAKE VERBATIM DICTATION BY TELEPHONE	2	27

TABLE 8

JOB SPECIALTY COMPARISONS BETWEEN CURRENT AND 1980 SURVEY

CURRENT SURVEY (N=3,881)	PERCENT OF SAMPLE	1980 SURVEY - 702X0 (N=4,602)	PERCENT OF SAMPLE
PUBLICATIONS SUPPORT PERSONNEL CLUSTER	5%	PUBLICATIONS CLUSTER PUBLICATIONS DISTRIBUTION CLERKS	4% *
CLASSIFIED MATERIALS PROCESSING PERSONNEL CLUSTER	5%	CLASSIFIED MATERIALS CLERKS NCOIC, OPERATIONS & PLANS ADMIN	4% 1%
ADMINISTRATIVE COMMUNICATIONS AND PUBLICATIONS CLUSTER	17%	DOCUMENTATION, PUBLICATIONS, AND FORMS MANAGEMENT PERSONNEL	19%
ADMINISTRATIVE COMMUNICATIONS AND SUPPORT PERSONNEL CLUSTER	23%	MAJCOM STAFF SUPPORT ADMINISTRATIVE SPECIALIST DOCUMENTATION STORAGE CLERKS ADMINISTRATIVE COMMUNICATIONS PERSONNEL ADMINISTRATIVE SUPPLY SPECIALISTS CLERK TYPISTS WORD PROCESSING SPECIALISTS	6% * 9 * 9 *
ORDERLY ROOM & UNIT ADMIN PERSONNEL CLUSTER	7%	ORDERLY ROOM OPERATIONS PERS	13%
SUPERVISORY PERSONNEL CLUSTER	8%	FIRST-LINE ADMINISTRATION SUPERVISORS & NCOICs ADMIN SECTION SUPERVISORS	14% 2%
PROTOCOL PERSONNEL CLUSTER	1%	PROTOCOL SPECIALISTS	1%
SUGGESTION PROGRAM MANAGERS	*	BASE SUGGESTION PROGRAM MONITORS	*
PUBLICATIONS & FORMS MGMT PERSONNEL	1%	PUBLICATIONS MGMT PERSONNEL	1%

* Less than 1 percent

TABLE 8 (CONTINUED)
JOB SPECIALTY COMPARISONS BETWEEN CURRENT AND 1980 SURVEY

CURRENT SURVEY (N=3,881)	PERCENT OF SAMPLE	1980 SURVEY - 702X0 (N=4,602)	PERCENT OF SAMPLE
ADMINISTRATION MGMT PERSONNEL	3%	ADMINISTRATION MANAGERS	3%
RECORDS MANAGERS	1%	BASE DOCUMENT MANAGERS	1%
ADMINISTRATIVE ORDERS PERSONNEL	1%	SPECIAL ORDERS CLERKS	1%
RECEPTIONIST PERSONNEL	3%	RECEPTIONISTS	3%
OFFICER AUTOMATED SYSTEMS PERSONNEL	*	NOT IDENTIFIED	-
BASE INFORMATION TRANSFER PERSONNEL CLUSTER	2%	MAIL DISTRIBUTION PERSONNEL	3%
FORMS DISTRIBUTION PERSONNEL	*	FORMS DISTRIBUTION CLERKS	1%
(NOT IDENTIFIED)		POSTAL PERSONNEL	2%
(NOT IDENTIFIED)		COURIER ASSISTANTS	*
(NOT IDENTIFIED)		KEYPUNCH OPERATORS	1%

* Less than 1 percent

Aside from some minor variations involving small numbers of personnel (i.e., Postal Personnel, Courier Assistants, Key punch Personnel, and Office Automated Systems Personnel), the vast majority of the current sample could be matched to 702X0A/B/C shred jobs in 1980, thus displaying a relatively stable career ladder over time.

ANALYSIS OF DAFSC GROUPS

An analysis of DAFSC groups, in conjunction with the analysis of the career ladder structure, is an important part of each occupational survey. The DAFSC analysis identifies differences in tasks performed at the various skill levels. This information may then be used to evaluate how well career ladder documents, such as AFR 39-1 Specialty Descriptions and the Specialty Training Standard (STS), reflect what career ladder personnel are actually doing in the field.

Table 9 provides a comparison of the tasks showing the largest differences in percent members performing for DAFSCs 70230 and 70250. This comparison shows only minor differences; therefore, these two DAFSCs are shown as a combined group in this report. The CEM code was not surveyed and will not be discussed.

The distribution of skill-level groups across the career ladder jobs is displayed in Table 10, while Table 11 offers another perspective by displaying the relative percent time spent on each duty across the skill-level groups. A typical pattern of progression is present, with personnel spending more of their relative time on duties involving supervisory, managerial, and training tasks (see Table 11, Duties A, B, C, and D) as they move upward to the 9-skill level. It is also apparent, however, that even through the 9-skill level much time is spent in the performance of technical tasks.

Skill Level Descriptions

DAFSC 70230/70250. The 1,780 airmen in the 3- and 5-skill level group (46 percent of the survey sample) perform an average of 81 tasks. Eighty-nine percent of their time is spent in the performance of technical tasks. As shown in Table 11, a total of 60 percent of their job time is spent in the performance of tasks within Duties E, F, and G. Seventy-two percent of the AFSC 70230/50 group are included in the 14 technically-oriented jobs identified in the sample (see Table 10). Table 12 displays representative time-consuming tasks performed by a majority of airmen in this group. Also shown in this table are responses from 7-skill level personnel. From this, you can see that tasks commonly performed by 3- and 5-skill level airmen are also performed by fairly high percentages of 7-skill level members.

DAFSC 70270. Seven-skill level personnel, representing 19 percent of the survey sample, perform an average of 109 tasks, 28 more than the average number of tasks performed by the 3- and 5-skill level group. Although the scope of

TABLE 9

DISPLAY OF REPRESENTATIVE TASKS FOR AND
DIFFERENCES BETWEEN DAFSC GROUPS
(PERCENT MEMBERS PERFORMING)

TASKS	70230 (N=278)	70250 (N=1,502)
E139 FILE CORRESPONDENCE	58	72
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	55	67
F279 MAINTAIN FILE PLAN	51	67
F283 MAINTAIN SUSPENSE FILES	51	63
F329 TYPE APR	48	63
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	44	59
F289 PICK UP INCOMING ADMINISTRATIVE COMMUNICATIONS	49	58
B33 ADVISE PERSONNEL OF ADMINISTRATIVE PROCEDURES	39	57
A6 DETERMINE WORK PRIORITIES	33	53
F275 HAND-CARRY ADMINISTRATIVE COMMUNICATIONS	39	49
E185 PREPARE ADMINISTRATIVE ORDERS	37	49
E189 PREPARE AWARDS AND DECORATIONS	31	48
E198 PREPARE REQUESTS FOR PRINTING OR DUPLICATING SERVICES	33	46
F314 REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS	28	43
E205 PROCURE OFFICE SUPPLIES	26	43

TABLE 10

DISTRIBUTION OF DAFSC GROUP MEMBERS ACROSS SPECIALTY JOBS

SPECIALTY JOBS	DAFSC 70230/70250 (N=1,780)		DAFSC 70270 (N=735)		DAFSC 70290 (N=68)	
	NUMBER	PERCENT	NUMBER	PERCENT	NUMBER	PERCENT
I. PUBLICATIONS SUPPORT PERSONNEL CLUSTER	148	8%	20	3%	1	1%
II. CLASSIFIED MATERIALS PROCESSING PERSONNEL CLUSTER	234	13%	151	21%	7	10%
III. ADMINISTRATIVE COMMUNICATIONS AND PUBLICATIONS PERSONNEL CLUSTER	424	24%	71	10%	1	1%
V. ADMINISTRATIVE COMMUNICATIONS AND SUPPORT PERSONNEL CLUSTER	162	9%	46	6%	1	1%
V. ORDERLY ROOM AND UNIT ADMINISTRATION PERSONNEL CLUSTER	186	10%	67	9%	1	1%
VI. SUPERVISORY PERSONNEL CLUSTER	106	6%	167	23%	18	26%
VII. PROTOCOL PERSONNEL CLUSTER	18	1%	12	2%	2	3%
VIII. SUGGESTION PROGRAM MANAGERS INDEPENDENT JOB TYPE	1	*	0	0	0	0
IX. PUBLICATIONS AND FORMS MANAGEMENT PERSONNEL INDEPENDENT JOB TYPE	13	1%	15	2%	3	4%
X. ADMINISTRATION MANAGEMENT PERSONNEL INDEPENDENT JOB TYPE	22	1%	64	9%	21	31%
XI. RECORDS MANAGEMENT PROGRAM NCOICS INDEPENDENT JOB TYPE	15	1%	5	1%	1	1%
XII. ADMINISTRATIVE ORDERS PERSONNEL INDEPENDENT JOB TYPE	15	1%	4	1%	0	0
XIII. RECEPTIONISTS PERSONNEL INDEPENDENT JOB TYPE	43	2%	7	1%	0	0
XIV. OFFICE AUTOMATED SYSTEMS PERSONNEL INDEPENDENT JOB TYPE	3	*	3	*	0	0
XV. BASE INFORMATION TRANSFER PERSONNEL CLUSTER	15	1%	1	*	0	0
XVI. FORMS DISTRIBUTION PERSONNEL INDEPENDENT JOB TYPE	68	4%	7	1%	0	0
NOT GROUPED (N=414)	307	17%	95	13%	12	18%

* Less than .5 percent

Columns may not total 100 percent due to rounding

TABLE 11

AVERAGE PERCENT TIME SPENT PERFORMING DUTIES BY DAFSC GROUPS

DUTIES	DAFSC 70230/70250 (N=1,780)	DAFSC 70270 (N=735)	DAFSC 70290 (N=68)
A ORGANIZING AND PLANNING	5	9	16
B DIRECTING AND IMPLEMENTING	2	4	7
C INSPECTING AND EVALUATING	2	5	9
D TRAINING	2	4	4
E PERFORMING GENERAL OR MISCELLANEOUS ADMINISTRATION FUNCTIONS			
F ADMINISTRATIVE COMMUNICATIONS	23	22	21
G PERFORMING PUBLICATIONS FUNCTIONS	23	20	14
H PERFORMING FORMS FUNCTIONS	14	8	5
I PERFORMING RECORDS MANAGEMENT FUNCTIONS	5	3	2
J HANDLING OR PROTECTING CLASSIFIED MATERIALS	5	5	5
K PERFORMING DIRECTORY SERVICES, POSTAL SERVICE CENTER (PSC), OR UNIT MAIL ROOM FUNCTIONS	5	8	6
L PERFORMING UNIT ORDERLY ROOM ADMINISTRATIVE FUNCTIONS	2	1	1
M PERFORMING STENOGRAPHIC FUNCTIONS	7	6	3
N PERFORMING PROTOCOL, ESCORT, OR RELATED FUNCTIONS	*	*	*
O CONTROLLING AND MAINTAINING ARMED FORCES COURIER SERVICES (ARFCOS) MATERIALS	1	2	4
P PERFORMING MICROGRAPHICS FUNCTIONS	*	*	*
Q PERFORMING MOBILITY AND CONTINGENCY FUNCTIONS	*	*	*
R PERFORMING PLANS AND PROGRAMS FUNCTIONS	*	2	3

* Less than .5 percent

NOTE: Columns may not total 100 percent due to rounding

TABLE 12

DISPLAY OF REPRESENTATIVE TASKS FOR AND DIFFERENCES
BETWEEN DAFSC GROUPS
(PERCENT MEMBERS PERFORMING)

TASKS	70230/70250 (N=1,780)	70270 (N=735)
E139 FILE CORRESPONDENCE	70	72
E332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	65	67
F279 MAINTAIN FILE PLAN	65	66
F283 MAINTAIN SUSPENSE FILES	61	64
F329 TYPE APR	61	60
E187 PREPARE AF FORMS 2095 (ASSIGNMENT/PERSONNEL ACTION)	57	63
F289 PICK UP INCOMING ADMINISTRATIVE COMMUNICATIONS	57	56
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	56	58
G397 REVIEW PUBLICATIONS BULLETINS	51	49

A6 DETERMINE WORK PRIORITIES	50	77
B33 ADVISE PERSONNEL OF ADMINISTRATIVE PROCEDURES	54	78
A3 COORDINATE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, AND SUPPLIES	29	61
B34 ADVISE PERSONNEL OF WORK PRIORITIES	27	60
E242 WRITE AIRMAN PERFORMANCE REPORTS (APR)	18	55
B43 INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	16	50
A31 PLAN WORK ASSIGNMENTS	17	49
A12 DEVELOP WORK METHODS OR PROCEDURES	29	49

the 7-skill level job increases, only 22 percent of their time is spent performing tasks within the supervisory, managerial, and training duties (see Table 11). This relatively low amount of time spent in supervisory type activities is further emphasized by the fact that only 31 percent of the 735 people in this group are found in the Supervisory Personnel cluster and Administration Management Personnel independent job type (the two jobs that included increased amounts of supervisory activity). Table 10 shows that 57 percent of the 7-skill level personnel are found in the 14 technically-oriented jobs (all jobs except Supervisory Personnel cluster and Administration Management independent job type). Although the bottom half of Table 12 does show an increase in the percentages of personnel performing supervisory tasks, it can also be seen that 7-skill level personnel are performing many technical tasks.

DAFSC 70290. As seen in Table 11, the 9-skill level group spends the majority of their time (64 percent) on technical tasks; however, they spend considerably more of their time on supervisory, managerial, and training tasks (Duties A, B, C, and D) than do the 7-skill level personnel (36 percent versus 22 percent). The shift towards supervisory activity is much more perceptible at the 9-skill level. The increase in the amount of time spent in performing supervisory and managerial tasks by 9-skill level personnel is further supported by the fact that 57 percent of that group are included within the Supervisory Personnel cluster and Administration Management jobs (see Table 10).

Summary

In summary, career ladder progression is apparent, with the 3- and 5-skill level personnel spending the most time in the performance of technical tasks, and the 7- and 9-skill level personnel spending increasingly more time in the performance of supervisory tasks. It must be understood, however, that through the 7-skill level, personnel are spending much more of their time on technical tasks.

ANALYSIS OF AFR 39-1 SPECIALTY DESCRIPTIONS

Survey data were compared to the AFR 39-1 specialty descriptions for Administrative Specialists, dated 31 October 1987, and Administration Technician and Superintendent, both dated 31 October 1986. Survey data revealed that 260 3-, 5-, and 7-skill level Administration personnel (6 percent of sample) were performing Unit Orderly Room administration tasks. The current AFR 39-1 descriptions for Administration no longer reflect unit orderly room administration responsibilities and are not accurate in this respect. These responsibilities were transferred to the Personnel career ladder, AFSC 732X0, effective 31 October 1986.

Other than the exclusion of unit orderly room administration responsibilities, the 3- and 5-skill level description is quite accurate in describing the overall job performed by those personnel. The only suggested improvements

would be the inclusion of statements regarding the preparation of administrative orders (47 percent of 3- and 5-skill level personnel perform this task) and recognition of the publications responsibilities fulfilled by Customer Account Representatives and Subaccount Representatives. Each of these statements would properly fit within the paragraph dealing with performance of staff support administration responsibilities.

The 7-skill level description is accurate in the coverage of the various administration functions, except for the exclusion of unit orderly room responsibilities and no reference is made to the processing and controlling of security documentation within the paragraph dealing with staff support administration. The 7-skill level specialty description is somewhat misleading, however, in the sense that the description seems to emphasize the management of administration functions as opposed to terms representing the performance of technical tasks. Terms such as manages, determines, establishes, monitors, and coordinates are the rule rather than the exception. In fact, as described in the DAFSC ANALYSIS section, only 22 percent of the time spent by 7-skill level personnel is spent in the supervisory, management, and training duties (see Table 11, Duties A, B, C, and D). Seventy-eight percent of their time is spent in the performance of technical tasks. Table 12 provides a list of representative technical, supervisory, and managerial type tasks, along with percent of 7-skill level and 5-skill members performing. This table demonstrates the degree to which 7-level members are also involved in technical tasks.

The 9-skill level description provides a comprehensive and accurate coverage of the various administration functions. However, as in the case of the 3-, 5-, and 7-skill level descriptions, no reference is made to orderly room administration responsibilities.

TRAINING ANALYSIS

Occupational survey data are one of the many sources of information which can be used to assist in the development of a training program relevant to the needs of personnel in their first enlistment. Factors which may be used in evaluating training include the overall description of the job being performed by first-enlistment personnel and their overall distribution across career ladder jobs, percentages of first-job (1-24 month TAFMS) or first-enlistment (1-48 months TAFMS) members performing specific tasks or using certain equipment or materials, as well as TE and TD ratings (previously explained in the SURVEY METHODOLOGY section).

To assist specifically in the evaluation of the Specialty Training Standard (STS) and the Plan of Instruction (POI), technical school personnel from Keesler Technical Training Center matched job inventory tasks to appropriate sections and subsections of the STS and POI for Course J3ABR70230 000. It was this matching upon which comparison to those documents was based. A complete computer listing displaying the percent members performing tasks, TE and TD

ratings for each task, along with the STS and POI matchings, has been forwarded to the technical school for their use in further detailed reviews of training documents. A summary of this information is presented below.

First-Enlistment Personnel

In this study, there are 945 members in their first enlistment (1-48 months TAFMS), representing 37 percent of the total military survey sample. The job performed by these personnel is highly technical in nature, covering a number of diverse functions. As displayed in Table 13, approximately 91 percent of their duty time is devoted to performance of technical tasks. Distribution of these personnel across career ladder jobs is displayed in Figure 2, which shows first-term personnel are involved in all of the technical jobs. Table 14 displays some of the average 73 tasks performed by the group. The fact that only 13 tasks are performed by more than 50 percent of the first-term personnel is further proof of the diverse structure of this career ladder. The first-termers reflect the diversity that exists across the career ladder.

Training Emphasis and Task Difficulty Data

Training emphasis (TE) and task difficulty (TD) data are secondary factors that can assist technical school personnel in deciding what tasks should be emphasized in entry-level training. These ratings, based on the judgments of senior career ladder NCOs working at operational units in the field, are collected to provide training personnel with a rank-ordering of those tasks considered important for first-term airman training (TE), along with a measure of the difficulty of those tasks (TD). When combined with data on the percentages of first-enlistment personnel performing tasks, comparisons can then be made to determine if training adjustments are necessary. For example, tasks receiving high ratings on both task factors, accompanied by moderate to high percentages performing, may warrant resident training. Those tasks receiving high task factor ratings, but low percentages performing, may be more appropriately planned for OJT programs within the career ladder. Low task factor ratings may highlight tasks best omitted from training for first-term personnel, but this decision must be weighed against percentages of personnel performing the tasks, command concerns, and criticality of the tasks. Various lists of tasks, accompanied by TE and TD ratings, are contained in the TRAINING EXTRACT package and should be reviewed in detail by technical school personnel. Additionally, Tables 15 and 16 provide listings of tasks with high TE and TD (for a more detailed explanation of TE and TD ratings, see Task Factor Administration in the SURVEY METHODOLOGY section of this report).

Specialty Training Standard (STS)

A comprehensive review of STS 702X0, dated March 1987, compared STS items to survey data. STS paragraphs containing general knowledge information, subject-matter knowledge requirements, or supervisory responsibilities were

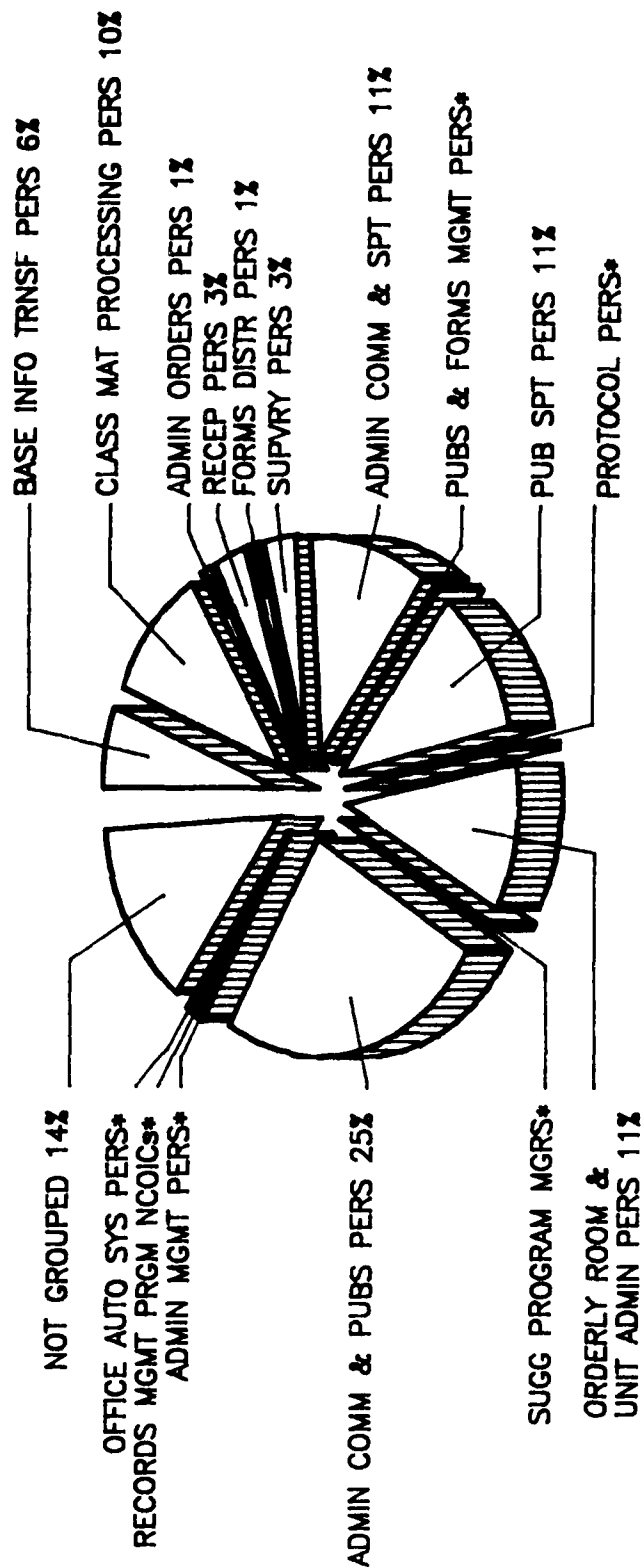
TABLE 13
RELATIVE TIME SPENT ON DUTIES
BY FIRST-ENLISTMENT PERSONNEL

DUTIES	PERCENT TIME SPENT
A ORGANIZING AND PLANNING	5
B DIRECTING AND IMPLEMENTING	1
C INSPECTING AND EVALUATING	1
D TRAINING	2
E PERFORMING GENERAL OR MISCELLANEOUS ADMINISTRATION FUNCTIONS	24
F ADMINISTRATIVE COMMUNICATIONS	24
G PERFORMING PUBLICATIONS FUNCTIONS	15
H PERFORMING FORMS FUNCTIONS	6
I PERFORMING RECORDS MANAGEMENT FUNCTIONS	5
J HANDLING OR PROTECTING CLASSIFIED MATERIALS	4
K PERFORMING DIRECTORY SERVICES, POSTAL SERVICE CENTER (PSC), OR UNIT MAIL ROOM FUNCTIONS	3
L PERFORMING UNIT ORDERLY ROOM ADMINISTRATIVE FUNCTIONS	7
M PERFORMING STENOGRAPHIC FUNCTIONS	*
N PERFORMING PROTOCOL, ESCORT, OR RELATED FUNCTIONS	1
O CONTROLLING AND MAINTAINING ARMED FORCES COURIER SERVICES (ARFCOS) MATERIALS	*
P PERFORMING MICROGRAPHICS FUNCTIONS	*
Q PERFORMING MOBILITY AND CONTINGENCY FUNCTIONS	1
R PERFORMING PLANS AND PROGRAMS FUNCTIONS	*

* Denotes less than 1 percent

NOTE: Column may not total 100 percent due to rounding

DISTRIBUTION OF FIRST-ENLISTMENT PERSONNEL ACROSS SPECIALTY JOBS (N=945)



* Less than 1 percent

Figure 2

TABLE 14
 REPRESENTATIVE TASKS PERFORMED
 BY 702X0 FIRST-ENLISTMENT PERSONNEL

TASK	PERCENT MEMBERS PERFORMING (N=945)
E116 ANSWER TELEPHONES	89
E176 OPERATE OFFICE COPIERS	77
E139 FILE CORRESPONDENCE	64
E142 GREET VISITORS	63
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	61
F279 MAINTAIN FILE PLAN	59
F283 MAINTAIN SUSPENSE FILES	58
F289 PICK UP INCOMING ADMINISTRATIVE COMMUNICATIONS	56
F329 TYPE APR	55
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	54
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	52
E187 PREPARE AF FORMS 2095 (ASSIGNMENT/PERSONNEL ACTION)	52
G397 REVIEW PUBLICATIONS BULLETINS	48
G395 REQUEST PUBLICATIONS FROM PDO	46

TABLE 15

REPRESENTATIVE TASKS WITH HIGH TRAINING EMPHASIS RATINGS

TASKS	TE RATING
E139 FILE CORRESPONDENCE	7.01
F279 MAINTAIN FILE PLAN	6.51
F329 PREPARE APR	6.20
E185 PREPARE ADMINISTRATIVE ORDERS	5.94
G364 MAINTAIN FUNCTIONAL PUBLICATION LIBRARY	5.82
F283 MAINTAIN SUSPENSE FILES	5.76
G369 MAINTAIN PUBLICATION INDEXES	5.71
G395 REQUEST PUBLICATIONS FROM PDO	5.71
E189 PREPARE AWARDS AND DECORATIONS	5.60
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	5.56
G370 MAINTAIN PUBLICATION SETS	5.42
G397 REVIEW PUBLICATIONS BULLETINS	5.41
J571 STORE CLASSIFIED MATERIAL	5.40
F331 TYPE OER	5.36

TABLE 16
REPRESENTATIVE TASKS RATED HIGHEST IN TASK DIFFICULTY

TASKS	TD RATING
M769 TAKE NONVERBATIM DICTATION BY SHORTHAND	8.92
M77 TRANSCRIBE SHORTHAND NOTES	8.81
R92 DEVELOP OAS SOFTWARE APPLICATIONS	7.70
R93 IDENTIFY TECHNICAL REQUIREMENTS FOR OAS	7.33
A13 DRAFT BUDGET OR FINANCIAL REQUIREMENTS	7.29
E24 WRITE AWARDS AND DECORATIONS	7.22
E245 WRITE STAFF STUDIES, SURVEYS, OR SPECIAL REPORTS	7.21
A14 ESTABLISH BUDGET FORECASTS	7.14
A18 IDENTIFY TECHNICAL REQUIREMENTS FOR OFFICE AUTOMATED SYSTEMS (OAS)	7.13
C48 EVALUATE BUDGET OR FINANCIAL REQUIREMENTS	6.97
E244 WRITE CIVILIAN PERFORMANCE AND PROMOTION APPRAISALS	6.96
D111 WRITE TEST QUESTIONS	6.89
D94 DIRECT FORMAL TRAINING PROGRAMS	6.86
D92 DEVELOP OAS TRAINING	6.71
E242 WRITE AIRMAN PERFORMANCE REPORTS (APR)	6.71

not matched or evaluated. Subsequent to this review, a Utilization and Training Workshop (U&TW) was conducted 11-15 January 1988 for the AFSC 702X0 career ladder. The workshop resulted in a new STS with an anticipated effective date not later than October 1988. Although the March 1987 STS provided good general coverage of the work performed in the field, there also existed several Job Qualification Standards (JQS) in general use throughout the Air Force. Workshop members made the decision to combine all of the JQS documents into the STS, resulting in a single training document. Based on the timing of this report, in conjunction with the U&TW and the subsequent revised STS, it was not practical to do another comparison of the revised STS with survey data. However, a comparison was made of the March 1987 STS items requiring review with the revised STS. Altogether, a total of 6 elements (Table 17) from the March 1987 STS required review of the 3-skill level proficiency coding. Survey data (sufficiently high first-enlistment members performing very high TE ratings and sufficient TD ratings) suggested that six elements justified establishment of, or increases in, task knowledge or task performance level codings. Of these six elements, four were increased on the revised STS and two remained dashed based on justification provided by U&TW members. In addition, tasks not matched to any element of the March 1987 STS were reviewed to determine if there were any tasks concentrated around any particular functions or jobs. Several were identified during this process, and the revised, expanded STS includes most of these tasks.

During the course of the U&TW, members determined which elements needed to be trained at the 3 level course. For 11 of these elements the data for the criterion group (1-48 months TAFMS) indicated that course training did not appear warranted (see Table 18). In addition, the decision to combine existing JQS documents into a single STS resulted in the establishment of numerous elements, where survey data shows less than 20 percent members performing for criterion groups (AFR 8-13 criteria for including tasks in the STS). Based on the rationale that many AFSC 702X0 personnel are supervised by other than AFSC 702X0 personnel, it was determined by U&TW members that the availability of a single comprehensive training document would be invaluable to those supervisors and the value of such a document outweighed the AFR 8-13 considerations. This rationale is not without merit.

Plan of Instruction (POI)

Based on the previously mentioned assistance from the technical school subject-matter experts in matching inventory tasks to the 3ABR702X0 C00 POI, dated 4 September 1987, a computer product was generated displaying the results of the matching process. Information furnished for consideration includes percent members performing data for first-job (1-24 months TAFMS) and first-enlistment (1-48 months TAFMS) personnel, as well as TE and TD ratings for individual tasks. As in the case of the STS, the matching of inventory tasks to the POI was conducted prior to the U&TW, which was held 11-15 January 1988. Since it will be several months before a new POI (based on the revised STS) is developed, comments are pertinent to the present POI. In addition, where possible, the impact of the revised STS on the new POI will be assessed.

TABLE 17

STS ELEMENTS REQUIRING REVIEW

STS ITEM (WITH SELECTED SAMPLE TASKS)	3 LVL PROF CODE	PERCENT MEMBERS PERFORMING					TNG EMP*	TASK DIFF**
		1ST JOB (N=400)	1ST ENL (N=945)	DAFSC 70250 (N=1,502)	DAFSC 70270 (N=735)			
4F PERFORM OPERATOR LEVEL MAINTENANCE ON OFFICE EQUIPMENT	-							
E184 PERFORM OPERATOR MAINTENANCE ON TYPEWRITERS		26	30	35	41		3.00	5.95
4G REQUISITION DUPLICATION SERVICES	-							
E198 PREPARE REQUESTS FOR PRINTING OR DUPLICATING SERVICES		33	41	46	50		3.90	3.38
8C(4)(B) DOCUMENT SECURITY - PROTECT	A							
E126 CONDUCT DAILY SECURITY CHECKS		28	31	39	57		4.21	3.38
J570 SECURE CLASSIFIED MATERIAL		31	30	34	47		5.39	4.65
4h MAINTAIN SUSPENSE FILES	-							
F283 MAINTAIN SUSPENSE FILES		51	58	63	64		5.77	4.35

* Mean TE Rating is 1.52 and Standard Deviation is 1.29 (High TE = 2.81)

** Average TD Rating is 5.00

TABLE 17 (CONTINUED)

STS ELEMENTS REQUIRING REVIEW

STS ITEM (WITH SELECTED SAMPLE TASKS)	3 LVL PROF CODE	PERCENT MEMBERS PERFORMING				TNG EMP*	TASK DIFF**
		1ST JOB (N=400)	1ST ENL (N=945)	DAFSC 70250 (N=1,502)	DAFSC 70270 (N=735)		
6C MAINTAIN FILES	B						
E139 FILE CORRESPONDENCE		52	64	72	72	7.01	3.64
F279 MAINTAIN FILE PLAN		50	60	67	66	6.51	4.90
M517 PREPARE FILE GUIDES AND LABELS		32	42	49	45	4.69	3.87
9D(2) MAINTAIN/ISSUE INDEXES	-						
G369 MAINTAIN PUBLICATION INDEXES		39	43	47	38	5.71	4.64

* Mean TE Rating is 1.52 and Standard Deviation is 1.29 (High TE = 2.81)

** Average TD Rating is 5.00

TABLE 18

REVISED STS ELEMENTS NOT SUPPORTED BY SURVEY DATA

STS ITEM (WITH SELECTED SAMPLE TASKS)	3 LVL PROF CODE	PERCENT MEMBERS PERFORMING				TNG EMP*	TASK DIFF**
		1ST JOB	1ST ENL	DAFSC 70250	DAFSC 70270		
8c(7)(a) APPLY CUTOFF PROCEDURES	1b						
I486 DETERMINE DISPOSITION OF NON-CURRENT RECORDS		8	12	17	28	3.04	4.40
8c(7)(b) APPLY DISPOSITION PROCEDURES	1b						
I486 DETERMINE DISPOSITION OF NON-CURRENT RECORDS		8	12	17	28	3.04	4.40
I521 PREPARE SF FORMS 135 (RECORDS TRANSMITTAL AND RECEIPT)		5	6	10	13	3.33	4.82
9d(5) OFFICER EFFECTIVENESS REPORTS	2b						
F306 QUALITY CONTROL OFFICER EFFECTIVENESS REPORTS		7	8	12	24	2.03	6.30
9f(3)(c) COMPLETE HEADING-CLOSING	1a						
F250 AUTHENTICATE ADMINISTRATIVE ORDERS		7	7	8	15	1.83	4.45

* Mean TE Rating is 1.52 and Standard Deviation is 1.29 (High TE = 2.81)

** Average TD Rating is 5.00

TABLE 18 (CONTINUED)

REVISED STS ELEMENTS NOT SUPPORTED BY SURVEY DATA

STS ITEM (WITH SELECTED SAMPLE TASKS)	3 LVL PROF CODE	PERCENT MEMBERS PERFORMING					TNG EMP*	TASK DIFF**
		1ST JOB	1ST ENL	DAFSC 70250	DAFSC 70270			
9f(3)(d) ASSIGN ORDER NUMBER	1a							
F250 AUTHENTICATE ADMINISTRATIVE ORDERS		7	7	8	15	1.83	4.45	
9f(3)(e) DATA	1a							
F250 AUTHENTICATE ADMINISTRATIVE ORDERS		7	7	8	15	1.83	4.45	
9f(3)(f)1 AFFIX AN OFFICIAL AUTHENTI- CATION STAMP	a							
F250 AUTHENTICATE ADMINISTRATIVE ORDERS		7	7	8	15	1.83	4.45	
9f(3)(f)2 OBTAIN SIGNATURE OF DESIGNAT- ING AUTHENTICATING OFFICIAL	a							
F250 AUTHENTICATE ADMINISTRATIVE ORDERS		7	7	8	15	1.83	4.45	

* Mean TE Rating is 1.52 and Standard Deviation is 1.29 (High TE = 2.81)

** Average TD Rating is 5.00

TABLE 18 (CONTINUED)

REVISED STS ELEMENTS NOT SUPPORTED BY SURVEY DATA

STS ITEM (WITH SELECTED SAMPLE TASKS)	3 LVL PROF CODE	PERCENT MEMBERS PERFORMING				TNG EMP*	TASK DIFF**
		1ST JOB	1ST ENL	DAFSC 70250	DAFSC 70270		
9i.(1)(i) MARK	a						
J532 APPLY APPROPRIATE MARKINGS TO CLASSIFIED MATERIAL		17	20	24	34	5.09	4.95
9i.(1)(k) STORE	a						
J571 STORE CLASSIFIED MATERIAL		27	26	30	44	5.50	4.64
(1(2)(c) PREPARE RECEIPTS	a						
F292 PREPARE ACCOUNTABLE CONTAINER RECEIPT FORMS		23	24	27	33	4.30	4.06

* Mean TE Rating is 1.52 and Standard Deviation is 1.29 (High TE = 2.81)

** Average TD Rating is 5.00

Review of tasks matched to the POI reveals that most POI blocks and units of instruction are well supported by survey data, based on percentages of first-term personnel performing tasks or high TE or TD ratings for pertinent tasks. There are two units of instruction, however, which contain objectives that are not well supported by survey data and require further evaluation by training personnel and subject-matter experts (see display in Table 19). While many of these selected sample tasks have above average TE ratings, all but one reflect less than 30 percent of the first-term population performing. The low percent performing data suggests the need for a close look at the pertinent objectives in these units of instruction to determine if retention of the 4 hours in the ABR course is justified.

Additionally, some tasks with high TE ratings, sufficiently high TD ratings, and 30 percent or more first-job or first-enlistment personnel performing were not matched to any POI blocks of instruction. This combination of factors indicates formal training may be required and resident technical training could be supported. Table 20 lists a sampling of a number of such tasks. Review of these tasks compared with the revised STS revealed that several of the tasks appear as STS elements at the task knowledge and performance level for the 3-skill level course. Since the new POI should reflect the proficiency codes indicated on the STS, it can be seen a number of tasks not currently being taught will be added to the course.

Overall, the current training program appears to be effective, with first-term personnel rendering high positive ratings on utilization of training (see Table 21, JOB SATISFACTION ANALYSIS section).

JOB SATISFACTION ANALYSIS

An examination of the job satisfaction indicators of various groups can give career ladder managers a better understanding of some of the factors which may affect the job performance of airmen in the career ladder. Attitude questions covering job interest, perceived utilization of talents and training, sense of accomplishment from work, and reenlistment intentions were included in the survey booklet to provide indications of job satisfaction. Table 21 presents job satisfaction data for AFSC 702X0 TAFMS groups, together with data for a comparative sample of Command Support career ladders surveyed in 1986. These data can give a relative measure of how the job satisfaction of AFSC 702X0 personnel compares with that of other similar AF specialties. Another view of job satisfaction data is reflected in Table 22, with data for the specialty jobs discussed in the SPECIALTY JOBS section of this report. An examination of these data can show how overall job satisfaction may be influenced by the type of job performed. Finally, an indication of how job satisfaction perceptions within the career ladder have changed over time is provided in Table 23, where TAFMS group data for 1987 survey respondents is presented, along with data from respondents to the last occupational survey involving this career ladder, published in 1980.

TABLE 19
POI OBJECTIVES NOT SUPPORTED BY SURVEY DATA

<u>POI BLK-UNIT</u>	<u>SELECTED SAMPLE TASKS</u>	<u>PERCENT 1ST ENL MBRS PERF (N=945)</u>	<u>TNG EMP*</u>	<u>TASK DIFF**</u>
IV 3D	F249 ASSIGN ACCOUNTABLE CONTAINER NUMBERS	19	3.89	3.75
IV 3E	F292 PREPARE ACCOUNTABLE CONTAINER RECEIPT FORMS	24	4.30	4.06
	F314 REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS	34	3.60	5.41
	F249 ASSIGN ACCOUNTABLE CONTAINER NUMBERS	19	3.89	3.75
	F253 COMPARE ADDRESS ON CONTAINERS WITH RECEIPTS	24	3.64	3.10
	F254 COMPLETE RECEIPTS FOR CERTIFIED MAIL LABELS	18	3.02	3.69
	F286 PACKAGE CLASSIFIED MATERIALS	22	4.97	4.99
	F267 DETERMINE MAILABILITY OF ACCOUNTABLE ARTICLES	10	2.07	4.80

* Mean TE Rating is 1.52 and Standard Deviation is 1.29 (High TE = 2.81)

** Average TD Rating is 5.00

TABLE 20

SAMPLING OF TASKS NOT REFERENCED TO 3ABR70230 000 POI BLOCKS
(30 PERCENT OR MORE PERFORMING)

EXAMPLES OF TASKS NOT REFERENCED	PERCENT MEMBERS PERFORMING		TNG EMP*	TASK DIFF**
	1ST JOB (N=400)	1ST ENL (N=945)		
E139 FILE CORRESPONDENCE	52	64	7.01	3.64
F279 MAINTAIN FILE PLAN	50	59	6.51	4.90
F283 MAINTAIN SUSPENSE FILES	51	58	5.77	4.35
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	54	61	5.57	3.84
E198 PREPARE REQUESTS FOR PRINTING OR DUPLICATING SERVICES	33	41	3.90	3.38
G354 ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLISHING DISTRIBUTION OFFICE (PDO) OR CAR LEVELS	30	34	4.04	4.53
G369 MAINTAIN PUBLICATION INDEXES	38	43	5.71	4.64
G395 REQUEST PUBLICATIONS FROM PDO	44	46	5.71	4.15
H450 POST PUBLISHING BULLETINS	34	37	4.27	4.31
H452 PREPARE FORM REQUISITIONS	33	37	3.62	3.75
I517 PREPARE FILE GUIDES AND LABELS	32	42	4.69	3.87
J570 SECURE CLASSIFIED MATERIAL	31	30	5.39	4.68

* Mean TE Rating is 1.52 and Standard Deviation is 1.29 (High TE = 2.81)

** Average TD Rating is 5.00

TABLE 21

COMPARISON OF JOB SATISFACTION INDICATORS BY TAFMS GROUPS
(PERCENT MEMBERS RESPONDING)*

	1-48 MOS TAFMS		49-96 MOS TAFMS		97+ MOS TAFMS	
	702X0 (N=945)	COMP SAMPLE** (N=219)	702X0 (N=592)	COMP SAMPLE** (N=132)	702X0 (N=1,041)	COMP SAMPLE** (N=138)
<u>EXPRESSED JOB INTEREST:</u>						
INTERESTING	63	82	62	85	68	80
SO-SO	24	11	23	7	19	8
DULL	12	7	14	8	12	12
<u>PERCEIVED UTILIZATION OF TALENTS:</u>						
FAIRLY WELL TO PERFECTLY	75	87	75	87	78	84
LITTLE OR NOT AT ALL	24	12	24	13	22	16
<u>PERCEIVED UTILIZATION OF TRAINING:</u>						
FAIRLY WELL TO PERFECTLY	79	85	73	84	76	83
LITTLE OR NOT AT ALL	20	15	26	16	24	17
<u>SENSE OF ACCOMPLISHMENT FROM YOUR WORK:</u>						
SATISFIED	69	67	68	65	69	65
NEITHER SATISFIED OR DISSATISFIED	12	8	11	6	10	10
DISSATISFIED	18	25	20	29	21	25
<u>REENLISTMENT INTENTIONS:</u>						
YES, OR PROBABLY YES	68	74	79	74	77	57
NO, OR PROBABLY NO	31	12	20	17	22	15
PLAN TO RETIRE	***	12	***	7	***	28

* Columns may not add to 100 percent due to nonresponse or rounding

** Comparative sample of command support career ladders survey in 1986 (AFSC 241X0)

*** Data not collected

TABLE 22

COMPARISONS OF JOB SATISFACTION INDICATORS BY SPECIALTY JOBS
(PERCENT MEMBERS RESPONDING)*

	PUBLICATIONS SUPPORT PERSONNEL CLUSTER	CLASSIFIED MATERIALS PROCESSING PERSONNEL CLUSTER	ADMINISTRATIVE COMMUNICATIONS AND PUBLICATIONS PERSONNEL CLUSTER	ADMINISTRATIVE COMMUNICATIONS AND SUPPORT PERSONNEL CLUSTER
<u>EXPRESSED JOB INTEREST:</u>				
INTERESTING	56	66	70	78
SO-SO	29	20	19	13
DULL	16	13	10	8
<u>PERCEIVED USE OF TALENTS:</u>				
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	67 33	75 25	79 20	84 16
<u>PERCEIVED USE OF TRAINING:</u>				
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	72 28	74 25	86 14	83 17
<u>SENSE OF ACCOMPLISHMENT FROM JOB:</u>				
SATISFIED	61	68	72	73
NEUTRAL	14	13	10	8
DISSATISFIED	24	19	17	18
<u>REENLISTMENT INTENTIONS (MILITARY):</u>	(N=169)	(N=392)	(N=497)	(N=215)
YES, OR PROBABLY YES	66	74	80	84
NO, OR PROBABLY NO	34	26	20	16

* Columns may not add to 100 percent due to nonresponse or rounding

TABLE 22 (CONTINUED)
COMPARISONS OF JOB SATISFACTION INDICATORS BY SPECIALTY JOBS
(PERCENT MEMBERS RESPONDING)*

	ORDERLY ROOM AND UNIT ADMINISTRATIVE PERSONNEL CLUSTER	SUPERVISORY PERSONNEL CLUSTER	PROTOCOL PERSONNEL CLUSTER	SUGGESTION PROGRAM MANAGERS
<u>EXPRESSED JOB INTEREST:</u>				
INTERESTING	66	73	87	93
SO-SO	24	20	8	0
DULL	9	8	3	7
<u>PERCEIVED USE OF TALENTS:</u>				
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	85 15	82 17	92 8	80 20
<u>PERCEIVED USE OF TRAINING:</u>				
FAIRLY WELL TO PERFECTLY LITTLE OR NOT AT ALL	87 12	84 16	74 26	73 27
<u>SENSE OF ACCOMPLISHMENT FROM JOB:</u>				
SATISFIED	73	75	95	87
NEUTRAL	9	7	3	7
DISSATISFIED	17	18	3	7
	(N=253)	(N=293)	(N=31)	(N=1)
<u>REENLISTMENT INTENTIONS (MILITARY):</u>				
YES, OR PROBABLY YES	75	75	100	0
NO, OR PROBABLY NO	22	25	0	100

* Columns may not add to 100 percent due to nonresponse or rounding

TABLE 22 (CONTINUED)

COMPARISONS OF JOB SATISFACTION INDICATORS BY SPECIALTY JOBS
(PERCENT MEMBERS RESPONDING)*

	PUBLICATIONS AND FORMS MANAGEMENT PERSONNEL	ADMINISTRATION MANAGERS	RECORDS MANAGERS	ADMINISTRATIVE ORDERS CLERKS
<u>EXPRESSED JOB INTEREST:</u>				
INTERESTING	86	79	71	68
SO-SO	9	15	26	10
DULL	5	4	3	19
<u>PERCEIVED USE OF TALENTS:</u>				
FAIRLY WELL TO PERFECTLY	88	89	88	74
LITTLE OR NOT AT ALL	12	10	12	26
<u>PERCEIVED USE OF TRAINING:</u>				
FAIRLY WELL TO PERFECTLY	86	85	88	71
LITTLE OR NOT AT ALL	14	14	12	26
<u>SENSE OF ACCOMPLISHMENT FROM JOB:</u>				
SATISFIED	79	83	74	61
NEUTRAL	9	4	3	6
DISSATISFIED	12	13	24	32
<u>REENLISTMENT INTENTIONS (MILITARY):</u>	(N=30)	(N=107)	(N=22)	(N=20)
YES, OR PROBABLY YES	87	70	77	60
NO, OR PROBABLY NO	13	30	23	40

* Columns may not add to 100 percent due to nonresponse or rounding

TABLE 22 (CONTINUED)

COMPARISONS OF JOB SATISFACTION INDICATORS BY SPECIALTY JOBS
(PERCENT MEMBERS RESPONDING)*

	RECEPTIONIST PERSONNEL	OFFICE AUTOMATED SYSTEMS PERSONNEL	BASE INFORMATION TRANSFER PERSONNEL	FORMS DISTRIBUTION PERSONNEL
<u>EXPRESSED JOB INTEREST:</u>				
INTERESTING	68	90	53	61
SO-SO	21	0	31	22
DULL	10	0	13	17
<u>PERCEIVED USE OF TALENTS:</u>				
FAIRLY WELL TO PERFECTLY	74	80	54	83
LITTLE OR NOT AT ALL	26	10	46	17
<u>PERCEIVED USE OF TRAINING:</u>				
FAIRLY WELL TO PERFECTLY	67	60	63	78
LITTLE OR NOT AT ALL	33	30	37	22
<u>SENSE OF ACCOMPLISHMENT FROM JOB:</u>				
SATISFIED	68	90	58	67
NEUTRAL	15	0	17	22
DISSATISFIED	16	0	24	11
	(N=48)	(N=6)	(N=75)	(N=16)
<u>REENLISTMENT INTENTIONS (MILITARY):</u>				
YES, OR PROBABLY YES	63	50	68	94
NO, OR PROBABLY NO	37	50	32	6

* Columns may not add to 100 percent due to nonresponse or rounding

TABLE 23

COMPARISON OF CURRENT SURVEY AND 1980 '02X0 TAFMS GROUPS
(PERCENT MEMBERS RESPONDING POSITIVELY)

JOB SATISFACTION INFORMATION:	1-48 MOS TAFMS		49-96 MOS TAFMS		97+ MOS TAFMS	
	1987 (N=945)	1980 (N=1,903)	1987 (N=592)	1980 (N=884)	1987 (N=1,041)	1980 (N=1,593)
JOB FAIRLY INTERESTING OR BETTER	63	54	62	53	68	66
TALENTS UTILIZED FAIRLY WELL OR BETTER	75	66	75	69	78	76
TRAINING UTILIZED FAIRLY WELL OR BETTER	79	65	73	73	76	75
FAVORABLY CONSIDERING REENLISTMENT	68	56	79	64	77	59

In general, as reflected in Tables 21 through 23, the percentages of various group members responding positively to the job satisfaction indicators were high. Although the positive responses for the AFSC 702X0 personnel are generally lower than the comparative sample (see Table 21) they are still quite high. Further, a review of job satisfaction data for the specialty jobs identified in the analysis (see Table 22) reveals overall high job satisfaction indicators. Only two jobs, Publications Support Personnel (5 percent of sample) and Base Information Transfer Personnel (2 percent of sample), reflected responses that were generally lower than other specialty jobs. Additionally, high job satisfaction is also evident through examination of job satisfaction indicators for 1987 and 1980 TAFMS groups (see Table 23). This table reflects that the 1987 favorable response percentages are higher for all TAFMS groups. The high percentages of positive responses in these comparisons reflect a career ladder where personnel appear to be well satisfied with their jobs from a variety of perspectives.

IMPLICATIONS

This survey was requested by the functional manager to obtain current task data for use in evaluating training programs. The March 1987 STS was evaluated, and it was determined that six elements required review for possible increases in the 3-skill level proficiency codes. A revised and considerably expanded STS developed at the January 1988 U&TW provides a comprehensive training document for members of this career ladder. However, 11 elements on the revised STS specify proficiency codes for the 3-skill level course that are not supported by survey data. Except for two units of instruction (4 hours of class time), the current POI is generally well supported by survey data. It is noted, though, that some tasks performed by sufficient numbers of first-term airmen and reflecting high TE ratings were not matched to the POI. Since a new POI will result from approval of the revised STS, the comments pertaining to the STS should be noted when developing the POI.

From a classification perspective, survey data indicate that some AFSC 702X0 personnel are performing orderly room administration tasks. This responsibility was deleted from the Administration (AFSC 702X0) AFR 39-1 specialty description and transferred to Personnel (AFSC 732X0) effective 31 October 1986. To the extent that AFSC 702X0 personnel are performing orderly room administration tasks, their specialty descriptions are not accurate.

APPENDIX A

TABLE A1

GROUP ID NUMBER AND TITLE: STG089, PUBLICATIONS SUPPORT PERSONNEL CLUSTER
 GROUP SIZE: 198 PERCENT OF SAMPLE: 5%
 AVERAGE MILITARY GRADE: E-4 PERCENT MILITARY: 86%
 AVERAGE TAFMS: 64 MONTHS PERCENT CIVILIAN: 14%
 AVERAGE CIVILIAN TFCS: 75 MONTHS AVERAGE TICF: 54 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	85
G369 MAINTAIN PUBLICATION INDEXES	74
G397 REVIEW PUBLICATIONS BULLETINS	72
E176 OPERATE OFFICE COPIERS	64
G398 REVIEW PUBLICATIONS REQUIREMENTS	62
G395 REQUEST PUBLICATIONS FROM PDO	59
G380 POST STANDARD PUBLICATIONS	58
G399 REVIEW PUBLICATIONS REQUISITIONS	54
G370 MAINTAIN PUBLICATION SETS	51
G351 DISTRIBUTE PUBLICATIONS	50
G378 POST CAR PUBLICATIONS REQUIREMENTS	50
E139 FILE CORRESPONDENCE	50
G368 MAINTAIN PUBLICATION DISTRIBUTION RECORDS	49
G364 MAINTAIN FUNCTIONAL PUBLICATION LIBRARY	47
G354 ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLISHING DISTRIBUTION OFFICE (PDO) OR CAR LEVELS	42

TABLE A2

GROUP ID NUMBER AND TITLE: STG543, PUBLICATION AND DOCUMENTATION MAINTENANCE
CLERKS

GROUP SIZE: 13	PERCENT OF SAMPLE: .3%
AVERAGE MILITARY PAYGRADE: E-3	PERCENT MILITARY: 85%
AVERAGE TAFMS: 32 MONTHS	PERCENT CIVILIAN: 15%
AVERAGE CIVILIAN TFCS: 5 MONTHS	AVERAGE TICF: 31 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
F279 MAINTAIN FILE PLAN	100
G397 REVIEW PUBLICATIONS BULLETINS	100
E116 ANSWER TELEPHONES	92
I517 PREPARE FILE GUIDES AND LABELS	92
G380 POST STANDARD PUBLICATIONS	77
E139 FILE CORRESPONDENCE	77
E176 OPERATE OFFICE COPIERS	77
E142 GREET VISITORS	69
G398 REVIEW PUBLICATIONS REQUIREMENTS	62
F329 TYPE APR	62
F283 MAINTAIN SUSPENSE FILES	62
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	54
G364 MAINTAIN FUNCTIONAL PUBLICATION LIBRARY	54
H450 POST PUBLISHING BULLETINS	54
I474 CODE MATERIALS FOR FILING	46

TABLE A3

GROUP ID NUMBER AND TITLE: STG337, PUBLICATIONS AND FORMS REQUIREMENTS
SPECIALISTS

GROUP SIZE: 73 PERCENT OF SAMPLE: 2%
AVERAGE MILITARY PAYGRADE: E-4 PERCENT MILITARY: 85%
AVERAGE TAFMS: 77 MONTHS PERCENT CIVILIAN: 15%
AVERAGE CIVILIAN TFCS: 97 MONTHS AVERAGE TICF: 66 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
G369 MAINTAIN PUBLICATION INDEXES	95
E116 ANSWER TELEPHONES	86
G395 REQUEST PUBLICATIONS FROM PDO	85
G397 REVIEW PUBLICATIONS BULLETINS	82
G398 REVIEW PUBLICATIONS REQUIREMENTS	79
G399 REVIEW PUBLICATIONS REQUISITIONS	74
G380 POST STANDARD PUBLICATIONS	74
G364 MAINTAIN FUNCTIONAL PUBLICATION LIBRARY	71
G354 ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLISHING DISTRIBUTION OFFICE (PDO) OR CAR LEVELS	68
E176 OPERATE OFFICE COPIERS	67
G351 DISTRIBUTE PUBLICATIONS	64
H450 POST PUBLISHING BULLETINS	63
G368 MAINTAIN PUBLICATION DISTRIBUTION RECORDS	62
G378 POST CAR PUBLICATIONS REQUIREMENTS	59
G393 PROCESS PUBLICATIONS REQUISITIONS FROM SUBACCOUNTS	58

TABLE A4

GROUP ID NUMBER AND TITLE: STG383, PUBLICATIONS DISTRIBUTION OFFICE (PDO)
 REQUIREMENTS AND DISTRIBUTION SPECIALISTS
 GROUP SIZE: 19
 AVERAGE MILITARY PAYGRADE: E-4
 AVERAGE TAFMS: 60 MONTHS
 AVERAGE TFCS: 33 MONTHS
 PERCENT OF SAMPLE: .5%
 PERCENT MILITARY: 84%
 PERCENT CIVILIAN: 16%
 AVERAGE TICF: 52 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	95
G369 MAINTAIN PUBLICATION INDEXES	95
G378 POST CAR PUBLICATIONS REQUIREMENTS	89
G372 MAINTAIN STOCK LEVEL OF PUBLICATIONS	89
G351 DISTRIBUTE PUBLICATIONS	84
G368 MAINTAIN PUBLICATION DISTRIBUTION RECORDS	84
G398 REVIEW PUBLICATIONS REQUIREMENTS	84
G401 STOCK PUBLICATIONS	84
G392 PROCESS PUBLICATIONS REQUISITIONS AT PDO LEVEL	79
G355 ESTABLISH PUBLICATIONS REQUIREMENTS TO PUBLICATIONS DISTRIBUTION CENTER (PDC) OR HIGHER HEADQUARTERS	74
G399 REVIEW PUBLICATIONS REQUISITIONS	74
G397 REVIEW PUBLICATIONS BULLETINS	68
G380 POST STANDARD PUBLICATIONS	68
G376 PACKAGE PUBLICATIONS FOR SHIPMENT	63
G363 LOAD PUBLICATION REQUIREMENTS INTO PDOS	58

TABLE A5

GROUP ID NUMBER AND TITLE: STG483, PDO SUPERVISORS
 GROUP SIZE: 12 PERCENT OF SAMPLE: .3%
 AVERAGE MILITARY PAYGRADE: E-5 PERCENT MILITARY: 92%
 AVERAGE TAFMS: 107 MONTHS PERCENT CIVILIAN: 8%
 AVERAGE CIVILIAN TFCS: 276 MONTHS AVERAGE TICF: 76 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	100
G378 POST CAR PUBLICATIONS REQUIREMENTS	92
H426 ISSUE NONACCOUNTABLE FORMS TO CAR	92
G351 DISTRIBUTE PUBLICATIONS	83
H456 PROCESS FORM REQUISITIONS TO PUBLICATIONS DISTRIBUTION CENTER (PDC)	83
G401 STOCK PUBLICATIONS	83
C67 PERFORM STAFF ASSISTANCE VISITS (SAV)	83
D71 CONDUCT CUSTOMER ACCOUNT REPRESENTATIVE (CAR) TRAINING	83
G369 MAINTAIN PUBLICATION INDEXES	83
G376 PACKAGE PUBLICATIONS FOR SHIPMENT	83
B34 ADVISE PERSONNEL OF WORK PRIORITIES	83
E242 WRITE AIRMAN PERFORMANCE REPORTS (APR)	83
D76 CONDUCT OJT	75
G392 PROCESS PUBLICATIONS REQUISITIONS AT PDO LEVEL	75
D81 CONDUCT PUBLICATIONS AND FORMS TRAINING	67

TABLE A6

GROUP ID NUMBER AND TITLE: GRP109, CLASSIFIED MATERIALS PROCESSING PERSONNEL
CLUSTER

GROUP SIZE: 435
AVERAGE MILITARY GRADE: E-5
AVERAGE TAFMS: 117 MONTHS
AVERAGE CIVILIAN TFCS: 114 MONTHS

PERCENT OF SAMPLE: 11%
PERCENT MILITARY: 90%
PERCENT CIVILIANS: 10%
AVERAGE TICF: 102 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	94
J570 SECURE CLASSIFIED MATERIAL	93
E176 OPERATE OFFICE COPIERS	91
J571 STORE CLASSIFIED MATERIAL	90
J539 DESTROY CLASSIFIED MATERIALS OR WASTE	89
J560 PREPARE RECEIPTS FOR CLASSIFIED MATERIALS	83
E139 FILE CORRESPONDENCE	83
J532 APPLY APPROPRIATE MARKINGS TO CLASSIFIED MATERIAL	80
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	80
J535 CERTIFY DESTRUCTION OF CLASSIFIED MATERIALS	78
J573 VERIFY RECEIPT OF SECRET MATERIAL	74
F289 PICK UP INCOMING ADMINISTRATIVE COMMUNICATIONS	73
J552 MAINTAIN RECEIPT FORMS ON CLASSIFIED MATERIALS	72
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	70
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	67

TABLE A7

GROUP ID NUMBER AND TITLE: GRP102, ADMINISTRATIVE COMMUNICATION AND CLASSIFIED MATERIAL SPECIALISTS

GROUP SIZE: 267
 AVERAGE MILITARY PAYGRADE: E-5
 AVERAGE TAFMS: 116 MONTHS
 AVERAGE CIVILIAN TFCS: 120 MONTHS

PERCENT OF SAMPLE: 7%
 PERCENT MILITARY: 88%
 PERCENT CIVILIAN: 12%
 AVERAGE TICF: 103 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	97
E176 OPERATE OFFICE COPIERS	93
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	93
J570 SECURE CLASSIFIED MATERIAL	92
E139 FILE CORRESPONDENCE	92
J571 STORE CLASSIFIED MATERIAL	89
F279 MAINTAIN FILE PLAN	88
J539 DESTROY CLASSIFIED MATERIALS OR WASTE	87
F283 MAINTAIN SUSPENSE FILES	84
F287 PACKAGE UNCLASSIFIED MATERIAL	83
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	83
J532 APPLY APPROPRIATE MARKINGS TO CLASSIFIED MATERIAL	82
F289 PICK UP INCOMING ADMINISTRATIVE COMMUNICATIONS	79
F329 TYPE APR	76
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	74

TABLE A8

GROUP ID NUMBER AND TITLE: GRP104, DOCUMENT SECURITY SPECIALISTS
 GROUP SIZE: 120 PERCENT OF SAMPLE: 3%
 AVERAGE MILITARY PAYGRADE: E-5 PERCENT MILITARY: 93%
 AVERAGE TAFMS: 115 MONTHS PERCENT CIVILIAN 7%
 AVERAGE CIVILIAN TFCS: 113 MONTHS AVERAGE TICF: 105 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
J570 SECURE CLASSIFIED MATERIAL	98
J571 STORE CLASSIFIED MATERIAL	96
J539 DESTROY CLASSIFIED MATERIALS OR WASTE	96
E116 ANSWER TELEPHONES	91
J560 PREPARE RECEIPTS FOR CLASSIFIED MATERIALS	87
E176 OPERATE OFFICE COPIERS	87
J535 CERTIFY DESTRUCTION OF CLASSIFIED MATERIALS	85
J532 APPLY APPROPRIATE MARKINGS TO CLASSIFIED MATERIAL	83
J573 VERIFY RECEIPT OF SECRET MATERIAL	79
J552 MAINTAIN RECEIPT FORMS ON CLASSIFIED MATERIALS	73
J542 ESCORT PERSONNEL INTO RESTRICTED OR CONTROLLED AREAS	70
E139 FILE CORRESPONDENCE	68
J568 ROUTE SECRET OR CONFIDENTIAL MATERIALS WITHIN LOCAL ACTIVITIES	63
J543 INVENTORY CLASSIFIED DOCUMENTS, OTHER THAN TOP SECRET	63
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	60

TABLE A9

GROUP ID NUMBER AND TITLE: STG422, BASE INFORMATION TRANSFER CENTER
 ACCOUNTABLE MAIL SUPERVISORS
 GROUP SIZE: 26
 AVERAGE MILITARY PAYGRADE: E-5
 AVERAGE TAFMS: 141 MONTHS
 AVERAGE CIVILIAN TFCS: -

PERCENT OF SAMPLE: .7%
 PERCENT MILITARY: 100%
 PERCENT CIVILIAN: 0
 AVERAGE TICF: 102 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	96
F286 PACKAGE CLASSIFIED MATERIALS	96
F267 DETERMINE MAILABILITY OF ACCOUNTABLE ARTICLES	96
F249 ASSIGN ACCOUNTABLE CONTAINER NUMBERS	92
F268 DETERMINE MOST ADVANTAGEOUS MAILING OR PARCEL SERVICES	92
J560 PREPARE RECEIPTS FOR CLASSIFIED MATERIALS	92
F322 SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS	92
J571 STORE CLASSIFIED MATERIAL	88
F292 PREPARE ACCOUNTABLE CONTAINER RECEIPT FORMS	88
J573 VERIFY RECEIPT OF SECRET MATERIAL	88
F253 COMPARE ADDRESS ON CONTAINERS WITH RECEIPTS	88
F266 DETERMINE ELIGIBILITY FOR ACCOUNTABLE MAIL SHIPMENTS	88
J570 SECURE CLASSIFIED MATERIAL	85
J552 MAINTAIN RECEIPT FORMS ON CLASSIFIED MATERIALS	81
F333 VERIFY ACCOUNTABLE CONSOLIDATED MAIL	81

TABLE A10

GROUP ID NUMBER AND TITLE: GRP108, ADMINISTRATIVE COMMUNICATIONS AND
PUBLICATIONS PERSONNEL CLUSTER

GROUP SIZE: 641
AVERAGE MILITARY PAYGRADE: E-4
AVERAGE TAFMS: 73 MONTHS
AVERAGE CIVILIAN TFCS: 111 MONTHS

PERCENT OF SAMPLE: 17%
PERCENT MILITARY: 78%
PERCENT CIVILIAN: 22%
AVERAGE TICF: 69 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	96
F279 MAINTAIN FILE PLAN	89
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	88
E176 OPERATE OFFICE COPIERS	88
F283 MAINTAIN SUSPENSE FILES	88
E139 FILE CORRESPONDENCE	87
G397 REVIEW PUBLICATIONS BULLETINS	83
F329 TYPE APR	78
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	78
G364 MAINTAIN FUNCTIONAL PUBLICATION LIBRARY	78
G398 REVIEW PUBLICATIONS REQUIREMENTS	76
G369 MAINTAIN PUBLICATION INDEXES	76
E142 GREET VISITORS	75
F289 PICK UP INCOMING ADMINISTRATIVE COMMUNICATIONS	72
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	69

TABLE A11

GROUP ID NUMBER AND TITLE: GRP103, CORRESPONDENCE AND PUBLICATIONS STAFF
SUPPORT CLERKS

GROUP SIZE: 539 PERCENT OF SAMPLE: 14%
AVERAGE MILITARY PAYGRADE: E-4 PERCENT MILITARY: 78%
AVERAGE TAFMS: 64 MONTHS PERCENT CIVILIAN: 22%
AVERAGE CIVILIAN TFCS: 112 MONTHS AVERAGE TICF: 63 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	95
E176 OPERATE OFFICE COPIERS	88
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	88
F279 MAINTAIN FILE PLAN	88
E139 FILE CORRESPONDENCE	86
F283 MAINTAIN SUSPENSE FILES	83
G397 REVIEW PUBLICATIONS BULLETINS	83
F329 TYPE APR	80
G364 MAINTAIN FUNCTIONAL PUBLICATION LIBRARY	79
G369 MAINTAIN PUBLICATION INDEXES	79
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	78
E142 GREET VISITORS	73
F289 PICK UP INCOMING ADMINISTRATIVE COMMUNICATIONS	71
G380 POST STANDARD PUBLICATIONS	68
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	65

TABLE A12

GROUP ID NUMBER AND TITLE: GRP101, DETACHMENT AND UNIT ADMINISTRATION SUPPORT SPECIALISTS

GROUP SIZE: 55
 AVERAGE MILITARY PAYGRADE: E-5
 AVERAGE TAFMS: 96 MONTHS
 AVERAGE CIVILIAN TFCS: 141 MONTHS

PERCENT OF SAMPLE: 1%
 PERCENT MILITARY: 76%
 PERCENT CIVILIAN: 22%
 AVERAGE TICF: 91 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	100
E139 FILE CORRESPONDENCE	96
F329 TYPE APR	95
F283 MAINTAIN SUSPENSE FILES	95
E187 PREPARE AF FORMS 2095 (ASSIGNMENT/PERSONNEL ACTION)	95
F279 MAINTAIN FILE PLAN	91
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	89
G397 REVIEW PUBLICATIONS BULLETINS	89
E176 OPERATE OFFICE COPIERS	82
L737 PROCESS LEAVE REQUESTS	82
G395 REQUEST PUBLICATIONS FROM PDO	80
A6 DETERMINE WORK PRIORITIES	78
F312 REVIEW AIRMAN PERFORMANCE REPORTS (APR)	78
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	76
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	75

TABLE A13

GROUP ID NUMBER AND TITLE: STG592, ROTC AND RECRUITING DETACHMENT

ADMINISTRATORS

GROUP SIZE: 30

PERCENT OF SAMPLE: .8%

AVERAGE MILITARY PAYGRADE: E-5

PERCENT MILITARY: 100%

AVERAGE TAFMS: 121 MONTHS

PERCENT CIVILIAN: 0

AVERAGE CIVILIAN TFCS: -

AVERAGE TICF: 108 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	97
F279 MAINTAIN FILE PLAN	97
E176 OPERATE OFFICE COPIERS	90
G395 REQUEST PUBLICATIONS FROM PDO	90
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	90
E139 FILE CORRESPONDENCE	90
F247 APPLY POSTAGE TO CONTAINERS	87
B33 ADVISE PERSONNEL OF ADMINISTRATIVE PROCEDURES	87
E185 PREPARE ADMINISTRATIVE ORDERS	87
G364 MAINTAIN FUNCTIONAL PUBLICATION LIBRARY	87
F283 MAINTAIN SUSPENSE FILES	83
F252 CALCULATE POSTAGE OR MAILING RATES AND FEES	80
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	80
F278 MAINTAIN ADMINISTRATIVE ORDER RECORD SETS	80
K581 AFFIX POSTAGE	73

TABLE A14

GROUP ID NUMBER AND TITLE: STG280, ADMINISTRATIVE COMMUNICATIONS AND SUPPORT
 PERSONNEL CLUSTER
 GROUP SIZE: 875
 AVERAGE MILITARY PAYGRADE: E-4
 AVERAGE TAFMS: 75 MONTHS
 AVERAGE CIVILIAN TFCS: 129 MONTHS
 PERCENT OF SAMPLE: 23%
 PERCENT MILITARY: 25%
 PERCENT CIVILIANS: 75%
 AVERAGE TICF: 85 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	97
E176 OPERATE OFFICE COPIERS	94
E142 GREET VISITORS	91
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	90
E139 FILE CORRESPONDENCE	89
F283 MAINTAIN SUSPENSE FILES	81
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	79
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	79
F279 MAINTAIN FILE PLAN	75
F331 TYPE OER	69
F329 TYPE APR	67
A6 DETERMINE WORK PRIORITIES	67
E168 NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	66
F289 PICK UP INCOMING ADMINISTRATIVE COMMUNICATIONS	61
F314 REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS	60

TABLE A15

GROUP ID NUMBER AND TITLE: GRP105, CLERK-TYPISTS
 GROUP SIZE: 306 PERCENT OF SAMPLE: 8%
 AVERAGE MILITARY PAYGRADE: E-4 PERCENT MILITARY: 35%
 AVERAGE TAFMS: 63 MONTHS PERCENT CIVILIAN: 64%
 AVERAGE CIVILIAN TFCS: 102 MONTHS AVERAGE TICF: 65 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	95
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	93
E176 OPERATE OFFICE COPIERS	92
E139 FILE CORRESPONDENCE	89
E142 GREET VISITORS	84
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	84
F283 MAINTAIN SUSPENSE FILES	76
F279 MAINTAIN FILE PLAN	76
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	74
F329 TYPE APR	67
F330 TYPE CIVILIAN APPRAISALS	58
F331 TYPE OER	56
A6 DETERMINE WORK PRIORITIES	52
F289 PICK UP INCOMING ADMINISTRATIVE COMMUNICATIONS	52
E168 NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	49

TABLE A16

GROUP ID NUMBER AND TITLE: STG604, TYPISTS
 GROUP SIZE: 25 PERCENT OF SAMPLE: .6%
 AVERAGE MILITARY PAYGRADE: E-5 PERCENT MILITARY: 8%
 AVERAGE TAFMS: 47 MONTHS PERCENT CIVILIAN: 88%
 AVERAGE CIVILIAN TFCS: 91 MONTHS AVERAGE TICF: 63 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	100
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	88
E116 ANSWER TELEPHONES	80
F331 TYPE OER	72
F330 TYPE CIVILIAN APPRAISALS	64
F329 TYPE APR	60
E176 OPERATE OFFICE COPIERS	52
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	48
M776 TRANSCRIBE DICTATION FROM RECORDINGS	28
E189 PREPARE AWARDS AND DECORATIONS	28
A6 DETERMINE WORK PRIORITIES	28
E221 REVISE ORAL OR WRITTEN DICTATION	24
F307 RECORD DATE TIME GROUP (DTG) ON MESSAGES	20
G402 TYPE PUBLICATIONS	20
F280 MAINTAIN FORM LETTERS	16

TABLE A17

GROUP ID NUMBER AND TITLE: STG740, FILING SECRETARIES
 GROUP SIZE: 15 PERCENT OF SAMPLE: .4%
 AVERAGE MILITARY PAYGRADE: E-4 PERCENT MILITARY: 13%
 AVERAGE TAFMS: 44 MONTHS PERCENT CIVILIAN: 87%
 AVERAGE CIVILIAN TFCS: 106 MONTHS AVERAGE TICF: 61 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	100
E139 FILE CORRESPONDENCE	100
F279 MAINTAIN FILE PLAN	100
I517 PREPARE FILE GUIDES AND LABELS	93
E142 GREET VISITORS	87
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	80
E176 OPERATE OFFICE COPIERS	80
E157 MAINTAIN OFFICE SUPPLY STOCK LEVELS	80
F283 MAINTAIN SUSPENSE FILES	73
F330 TYPE CIVILIAN APPRAISALS	67
E168 NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	60
F280 MAINTAIN FORM LETTERS	47
F289 PICK UP INCOMING ADMINISTRATIVE COMMUNICATIONS	40
I526 REVIEW FILES MAINTENANCE AND DISPOSITION PLANS	40
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	33

TABLE A18

GROUP ID NUMBER AND TITLE: STG626, INCOMING ADMINISTRATIVE COMMUNICATIONS
 DELIVERY AND CONTROL CLERKS
 GROUP SIZE: 15 PERCENT OF SAMPLE: .4%
 AVERAGE MILITARY PAYGRADE: E-4 PERCENT MILITARY: 73%
 AVERAGE TAFMS: 50 MONTHS PERCENT CIVILIAN: 27%
 AVERAGE CIVILIAN TFCS: 98 MONTHS AVERAGE TICF: 42 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
F275 HAND-CARRY ADMINISTRATIVE COMMUNICATIONS	100
F261 DELIVER ADMINISTRATIVE COMMUNICATIONS	93
E116 ANSWER TELEPHONES	87
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	87
F289 PICK UP INCOMING ADMINISTRATIVE COMMUNICATIONS	87
F283 MAINTAIN SUSPENSE FILES	87
E176 OPERATE OFFICE COPIERS	87
F259 COORDINATE ADMINISTRATIVE COMMUNICATIONS SUSPENSES WITH ACTION OFFICES	80
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	73
E142 GREET VISITORS	67
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	60
F329 TYPE APR	60
F274 EDIT ADMINISTRATIVE COMMUNICATIONS	53
F219 PICK UP OUTGOING ADMINISTRATIVE COMMUNICATIONS	47
F324 SORT INCOMING/OUTGOING COMMUNICATIONS OTHER THAN IN BITC	47

TABLE A19

GROUP ID NUMBER AND TITLE: STG569, OFFICE SUPPORT AND DOCUMENT PROTECTION
CLERKS

GROUP SIZE: 14	PERCENT OF SAMPLE: .4%
AVERAGE MILITARY PAYGRADE: E-5	PERCENT MILITARY: 100%
AVERAGE TAFMS: 120 MONTHS	PERCENT CIVILIAN: 0
AVERAGE CIVILIAN TFCS: -	AVERAGE TICF: 102 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	100
E157 MAINTAIN OFFICE SUPPLY STOCK LEVELS	86
E205 PROCURE OFFICE SUPPLIES	86
E139 FILE CORRESPONDENCE	86
E175 OPERATE OFFICE COPIERS	86
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	79
E126 CONDUCT DAILY SECURITY CHECKS	71
F275 HAND-CARRY ADMINISTRATIVE COMMUNICATIONS	71
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	64
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	64
F279 MAINTAIN FILE PLAN	64
J571 STORE CLASSIFIED MATERIAL	64
J570 SECURE CLASSIFIED MATERIAL	57
F287 PACKAGE UNCLASSIFIED MATERIALS	57
E142 GREET VISITORS	57

TABLE A20

GROUP ID NUMBER AND TITLE: STG760, SECRETARY-STENOGRAPHERS
 GROUP SIZE: 309 PERCENT OF SAMPLE: 8%
 AVERAGE MILITARY PAYGRADE: E-5 PERCENT MILITARY: 6%
 AVERAGE TAFMS: 87 MONTHS PERCENT CIVILIAN: 94%
 AVERAGE CIVILIAN TFCS: 150 MONTHS AVERAGE TICF: 106 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	96
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	96
E176 OPERATE OFFICE COPIERS	96
E142 GREET VISITORS	95
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	87
F331 TYPE OER	86
E139 FILE CORRESPONDENCE	86
E222 SCHEDULE MEETINGS OR CONFERENCES	86
F283 MAINTAIN SUSPENSE FILES	85
F314 REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS	83
B33 ADVISE PERSONNEL OF ADMINISTRATIVE PROCEDURES	83
E223 SCHEDULE PERSONNEL FOR APPOINTMENTS, DETAILS, OR TRAINING	79
M277 TRANSCRIBE SHORTHAND NOTES	66
E221 REVISE ORAL OR WRITTEN DICTATION	65
F769 TAKE NONVERBATIM DICTATION BY SHORTHAND	62

TABLE A21

GROUP ID NUMBER AND TITLE: STG763, GENERAL ADMINISTRATIVE SECRETARIES
 GROUP SIZE: 118 PERCENT OF SAMPLE: 3%
 AVERAGE MILITARY PAYGRADE: E-5 PERCENT MILITARY: 17%
 AVERAGE TAFMS: 92 MONTHS PERCENT CIVILIAN: 83%
 AVERAGE CIVILIAN TFCS: 136 MONTHS AVERAGE TICF: 107 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	100
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	93
E176 OPERATE OFFICE COPIERS	97
E139 FILE CORRESPONDENCE	97
E142 GREET VISITORS	97
B33 ADVISE PERSONNEL OF ADMINISTRATIVE PROCEDURES	95
F283 MAINTAIN SUSPENSE FILES	92
F314 REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS	91
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	90
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	89
A6 DETERMINE WORK PRIORITIES	89
E222 SCHEDULE MEETINGS OR CONFERENCES	88
F331 TYPE OER	87
E168 NOTIFY PERSONNEL OF APPOINTMENTS, DETAILS, OR TRAINING	86
F274 EDIT ADMINISTRATIVE COMMUNICATIONS	78

TABLE A22

GROUP ID NUMBER AND TITLE: STG479, HQ LEVEL ADMINISTRATIVE COMMUNICATIONS
 PROCESSING SPECIALISTS
 GROUP SIZE: 28 PERCENT OF SAMPLE: .7%
 AVERAGE MILITARY PAYGRADE: E-5 PERCENT MILITARY: 89%
 AVERAGE TAFMS: 87 MONTHS PERCENT CIVILIAN: 11%
 AVERAGE CIVILIAN TFCS: 163 MONTHS AVERAGE TICF: 89 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	100
E176 OPERATE OFFICE COPIERS	100
F279 MAINTAIN FILE PLAN	100
E139 FILE CORRESPONDENCE	89
F289 PICK UP INCOMING ADMINISTRATIVE COMMUNICATIONS	89
A6 DETERMINE WORK PRIORITIES	82
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	79
E185 PREPARE ADMINISTRATIVE ORDERS	79
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	75
E157 MAINTAIN OFFICE SUPPLY STOCK LEVELS	75
F275 HAND-CARRY ADMINISTRATIVE COMMUNICATIONS	71
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	68
F283 MAINTAIN SUSPENSE FILES	68
F291 PICK UP OUTGOING ADMINISTRATIVE COMMUNICATIONS	64
E142 GREET VISITORS	64

TABLE A23

GROUP ID NUMBER AND TITLE: STG364, OFFICE COPIER ADMINISTRATION AND SUPPLY SPECIALISTS

GROUP SIZE: 16 PERCENT OF SAMPLE: .4%
 AVERAGE MILITARY PAYGRADE: E-4 PERCENT MILITARY: 88%
 AVERAGE TAFMS: 91 MONTHS PERCENT CIVILIAN: 12%
 AVERAGE CIVILIAN TFCS: 74 MONTHS AVERAGE TICF: 82 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	100
E176 OPERATE OFFICE COPIERS	94
E157 MAINTAIN OFFICE SUPPLY STOCK LEVELS	88
F283 MAINTAIN SUSPENSE FILES	88
E198 PREPARE REQUESTS FOR PRINTING OR DUPLICATING SERVICES	81
F279 MAINTAIN FILE PLAN	81
E139 FILE CORRESPONDENCE	75
E205 PROCURE OFFICE SUPPLIES	75
E142 GRFET VISITORS	75
B33 ADVISE PERSONNEL OF ADMINISTRATIVE PROCEDURES	75
A6 DETERMINE WORK PRIORITIES	75
E126 CONDUCT DAILY SECURITY CHECKS	69
E136 DOCUMENT COPIER DOWNTIME	63
E182 PERFORM OPERATOR MAINTENANCE ON COPIERS	56
E197 PREPARE PERIODIC OFFICE COPIER USAGE REPORTS	50

TABLE A24

GROUP ID NUMBER AND TITLE: STG504, APPOINTMENT AND SCHEDULING SECRETARIES
 GROUP SIZE: 13 PERCENT OF SAMPLE: .3%
 AVERAGE MILITARY PAYGRADE: - PERCENT MILITARY: 0
 AVERAGE TAFMS: 0 MONTHS PERCENT CIVILIAN: 100%
 AVERAGE CIVILIAN TFCS: 103 MONTHS AVERAGE TICF: 77 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	100
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	100
E222 SCHEDULE MEETINGS OR CONFERENCES	100
E176 OPERATE OFFICE COPIERS	92
E142 GREET VISITORS	92
E139 FILE CORRESPONDENCE	92
J571 STORE CLASSIFIED MATERIAL	77
N804 MAKE TRAVEL ARRANGEMENTS	69
E223 SCHEDULE PERSONNEL FOR APPOINTMENTS, DETAILS, OR TRAINING	69
N814 RESERVE CONFERENCE ROOMS	69
B33 ADVISE PERSONNEL OF ADMINISTRATIVE PROCEDURES	62
A6 DETERMINE WORK PRIORITIES	62
E221 REVISE ORAL OR WRITTEN DICTATION	62
E205 PROCURE OFFICE SUPPLIES	54
A23 ORGANIZE REFERENCE MATERIAL FOR BRIEFINGS AND MEETINGS	46

TABLE A25

GROUP ID NUMBER AND TITLE: GRP107, ORDERLY ROOM AND UNIT ADMINISTRATION
 PERSONNEL CLUSTER
 GROUP SIZE: 260 PERCENT OF SAMPLE: 7%
 AVERAGE MILITARY PAYGRADE: E-5 PERCENT MILITARY: 97%
 AVERAGE TAFMS: 93 MONTHS PERCENT CIVILIAN: 3%
 AVERAGE CIVILIAN TFCS: 105 MONTHS AVERAGE TICF: 78 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	95
L720 PERFORM IN/OUT PROCESSING OF UNIT PERSONNEL	95
L737 PROCESS LEAVE REQUESTS	92
L692 MAINTAIN UNIT LEAVE CONTROL LOG	90
E158 MAINTAIN PERSONNEL INFORMATION FILES (PIF)	87
E176 OPERATE OFFICE COPIERS	85
E139 FILE CORRESPONDENCE	85
L721 PERFORM WEIGHT CHECKS OF PERSONNEL	83
E187 PREPARE AF FORMS 2095 (ASSIGNMENT/PERSONNEL ACTION)	83
L708 MONITOR UNIT LEAVE PROGRAMS	83
L722 PICK UP PERSONNEL DATA FROM CBPO	83
F279 MAINTAIN FILE PLAN	79
F283 MAINTAIN SUSPENSE FILES	78
L678 ISSUE MEAL CARDS	76
E142 GREET VISITORS	73

TABLE A26

GROUP ID NUMBER AND TITLE: STG234, ORDERLY ROOM SPECIALISTS
 GROUP SIZE: 35 PERCENT OF SAMPLE: .9%
 AVERAGE MILITARY PAYGRADE: E-4 PERCENT MILITARY: 94%
 AVERAGE TAFMS: 53 MONTHS PERCENT CIVILIAN: 6%
 AVERAGE CIVILIAN TFCS: 124 MONTHS AVERAGE TICF: 40 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	94
L720 PERFORM IN/OUT PROCESSING OF UNIT PERSONNEL	86
E158 MAINTAIN PERSONNEL INFORMATION FILE (PIF)	80
L692 MAINTAIN UNIT LEAVE CONTROL LOG	80
L737 PROCESS LEAVE REQUESTS	80
L722 PICK UP PERSONNEL DATA FROM CBPO	77
E176 OPERATE OFFICE COPIERS	74
L721 PERFORM WEIGHT CHECKS OF PERSONNEL	71
E142 GREET VISITORS	69
L670 DISTRIBUTE LEAVE AND EARNINGS STATEMENTS	69
E139 FILE CORRESPONDENCE	66
L678 ISSUE MEAL CARDS	66
L723 POST DAILY RECORD OF TRANSACTIONS (DROT)	63
L739 PROCESS REQUESTS FOR BAS	63
L708 MONITOR UNIT LEAVE PROGRAMS	60

TABLE A27

GROUP ID NUMBER AND TITLE: STG805, UNIT ORDERLY ROOM AND PUBLICATIONS SUPPORT
CLERKS

GROUP SIZE: 27
AVERAGE MILITARY PAYGRADE: E-4
AVERAGE TAFMS: 60 MONTHS
AVERAGE CIVILIAN TFCS: -

PERCENT OF SAMPLE: .7%
PERCENT MILITARY: 100%
PERCENT CIVILIAN: 0
AVERAGE TICF: 53 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	96
L692 MAINTAIN UNIT LEAVE CONTROL LOG	93
G395 REQUEST PUBLICATIONS FROM PDO	93
G397 REVIEW PUBLICATIONS BULLETINS	93
G369 MAINTAIN PUBLICATION INDEXES	93
E158 MAINTAIN PERSONNEL INFORMATION FILES (PIF)	93
L737 PROCESS LEAVE REQUESTS	89
E176 OPERATE OFFICE COPIERS	89
L720 PERFORM IN/OUT PROCESSING OF UNIT PERSONNEL	89
G364 MAINTAIN FUNCTIONAL PUBLICATION LIBRARY	85
G398 REVIEW PUBLICATIONS REQUIREMENTS	85
E139 FILE CORRESPONDENCE	81
E185 PREPARE ADMINISTRATIVE ORDERS	78
L722 PICK UP PERSONNEL DATA FROM CBPO	74
L708 MONITOR UNIT LEAVE PROGRAMS	70

TABLE A28

GROUP ID NUMBER AND TITLE: GRP106, UNIT AND ORDERLY ROOM ADMINISTRATION
 NCOICs AND CHIEF CLERKS
 GROUP SIZE: 197 PERCENT OF SAMPLE: 5%
 AVERAGE MILITARY PAYGRADE: E-5 PERCENT MILITARY: 97%
 AVERAGE TAFMS: 105 MONTHS PERCENT CIVILIAN: 3%
 AVERAGE CIVILIAN TFCS: 95 MONTHS AVERAGE TICF: 88 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
L720 PERFORM IN/OUT PROCESSING OF UNIT PERSONNEL	97
E116 ANSWER TELEPHONES	95
L737 PROCESS LEAVE REQUESTS	95
L692 MAINTAIN UNIT LEAVE CONTROL LOG	91
E187 PREPARE AF FORMS 2095 (ASSIGNMENT/PERSONNEL ACTION)	89
E158 MAINTAIN PERSONNEL INFORMATION FILES (PIF)	86
E139 FILE CORRESPONDENCE	88
L708 MONITOR UNIT LEAVE PROGRAMS	88
L721 PERFORM WEIGHT CHECKS OF PERSONNEL	87
E176 OPERATE OFFICE COPIERS	87
F283 MAINTAIN SUSPENSE FILES	85
L722 PICK UP PERSONNEL DATA FROM CBPO	85
B33 ADVISE PERSONNEL OF ADMINISTRATIVE PROCEDURES	83
F312 REVIEW AIRMAN PERFORMANCE REPORTS (APR)	74
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	68

TABLE A29

GROUP ID NUMBER AND TITLE: STG251, SUPERVISORY PERSONNEL CLUSTER
 GROUP SIZE: 317 PERCENT OF SAMPLE: 8%
 AVERAGE MILITARY PAYGRADE: E-6 PERCENT MILITARY: 92%
 AVERAGE TAFMS: 160 MONTHS PERCENT CIVILIAN: 8%
 AVERAGE CIVILIAN TFCS: 151 MONTHS AVERAGE TICF: 132 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
B33 ADVISE PERSONNEL OF ADMINISTRATIVE PROCEDURES	99
E116 ANSWER TELEPHONES	97
A6 DETERMINE WORK PRIORITIES	93
E176 OPERATE OFFICE COPIERS	93
B34 ADVISE PERSONNEL OF WORK PRIORITIES	91
A31 PLAN WORK ASSIGNMENTS	85
B43 INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	85
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	85
E142 GREET VISITORS	83
F314 REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS	80
F283 MAINTAIN SUSPENSE FILES	80
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	80
C45 ANALYZE WORKLOAD REQUIREMENTS	78
F312 REVIEW AIRMAN PERFORMANCE REPORTS (APR)	76
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	75

TABLE A30

GROUP ID NUMBER AND TITLE: STG352, NCOIC FUNCTIONAL UNIT ADMINISTRATION
 GROUP SIZE: 298 PERCENT OF SAMPLE: 8%
 AVERAGE MILITARY PAYGRADE: E-6 PERCENT MILITARY: 93%
 AVERAGE TAFMS: 158 MONTHS PERCENT CIVILIAN: 7%
 AVERAGE CIVILIAN TFCS: 152 MONTHS AVERAGE TICF: 130 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
B33 ADVISE PERSONNEL OF ADMINISTRATIVE PROCEDURES	99
E116 ANSWER TELEPHONES	98
A6 DETERMINE WORK PRIORITIES	94
E176 OPERATE OFFICE COPIERS	94
B34 ADVISE PERSONNEL OF WORK PRIORITIES	91
A31 PLAN WORK ASSIGNMENTS	86
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	86
B43 INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	86
F314 REVIEW OUTGOING ADMINISTRATIVE COMMUNICATIONS	81
F283 MAINTAIN SUSPENSE FILES	81
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	81
C45 ANALYZE WORKLOAD REQUIREMENTS	79
F312 REVIEW AIRMAN PERFORMANCE REPORTS (APR)	78
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	77
E231 SUSPENSE OFFICES OF PRIMARY RESPONSIBILITY (OPR) REPLIES	74

TABLE A31

GROUP ID NUMBER AND TITLE: STG311, RESOURCE MANAGERS AND SUPERVISORS
 GROUP SIZE: 18 PERCENT OF SAMPLE: .5%
 AVERAGE MILITARY PAYGRADE: E-6 PERCENT MILITARY: 78%
 AVERAGE TAFMS: 191 MONTHS PERCENT MILITARY: 22%
 AVERAGE CIVILIAN TFCS: 145 MONTHS AVERAGE TICF: 161 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
C48 EVALUATE BUDGET OR FINANCIAL REQUIREMENTS	94
A14 ESTABLISH BUDGET FORECASTS	94
A13 DRAFT BUDGET OR FINANCIAL REQUIREMENTS	94
A3 COORDINATE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES	94
A21 MONITOR FUNDS EXPENDITURES	89
B33 ADVISE PERSONNEL OF ADMINISTRATIVE PROCEDURES	89
E116 ANSWER TELEPHONES	83
E142 GREET VISITORS	83
B34 ADVISE PERSONNEL OF WORK PRIORITIES	83
E176 OPERATE OFFICE COPIERS	78
C52 EVALUATE MAINTENANCE OR USE OF WORKSPACE, EQUIPMENT, OR SUPPLIES	78
E163 MANAGE TEMPORARY DUTY (TDY) BUDGET	72
E205 PROCURE OFFICE SUPPLIES	72
E154 MAINTAIN EQUIPMENT ACCOUNTS	67
E157 MAINTAIN OFFICE SUPPLY STOCK LEVELS	67

TABLE A32

GROUP ID NUMBER AND TITLE: STG401, PROTOCOL PERSONNEL CLUSTER
 GROUP SIZE: 39 PERCENT OF SAMPLE: 1%
 AVERAGE MILITARY PAYGRADE: E-5 PERCENT MILITARY: 82%
 AVERAGE TAFMS: 109 MONTHS PERCENT CIVILIAN: 18%
 AVERAGE CIVILIAN TFCS: 164 MONTHS AVERAGE TICF: 93 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
N797 MAIL GUEST INVITATIONS	95
E116 ANSWER TELEPHONES	90
E142 GREET VISITORS	90
N803 MAKE BILLETING ARRANGEMENTS	87
N792 DEVELOP DINNER SEATING AND TABLE CHARTS	87
N794 ESTABLISH DINNER SEATING ARRANGEMENTS	87
N811 PREPARE ITINERARIES	82
N795 FINALIZE GUEST LISTS	82
N793 DEVELOP PROPOSED GUEST LISTS	79
N800 MAINTAIN GUEST LISTS	77
N790 DETERMINE PLACEMENT OF FLAGS AT OFFICIAL FUNCTIONS	74
N796 INVITE GUESTS	74
N780 ACKNOWLEDGE APPRECIATION OF FUNCTIONS OR INVITATIONS	74
N804 MAKE TRAVEL ARRANGEMENTS	72
N805 NOTIFY HOSTS OF ACCEPTANCE OR REGRETS	67

TABLE A33

GROUP ID NUMBER AND TITLE: STG474, PROTOCOL SPECIALISTS
 GROUP SIZE: 28 PERCENT OF SAMPLE: .7%
 AVERAGE MILITARY PAYGRADE: E-6 PERCENT MILITARY: 71%
 AVERAGE TAFMS: 135 MONTHS PERCENT CIVILIAN: 29%
 AVERAGE CIVILIAN TFCS: 164 MONTHS AVERAGE TICF: 108 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
N803 MAKE BILLETING ARRANGEMENTS	96
N797 MAIL GUEST INVITATIONS	96
E142 GREET VISITORS	93
N811 PREPARE ITINERARIES	93
N794 ESTABLISH DINNER SEATING ARRANGEMENTS	89
N792 DEVELOP DINNER SEATING AND TABLE CHARTS	86
N790 DETERMINE PLACEMENT OF FLAGS AT OFFICIAL FUNCTIONS	86
N793 DEVELOP PROPOSED GUEST LISTS	86
N780 ACKNOWLEDGE APPRECIATION OF FUNCTIONS OR INVITATIONS	82
N796 INVITE GUESTS	82
N819 WRITE LETTERS OF APPRECIATION	82
N795 FINALIZE GUEST LISTS	82
N805 NOTIFY HOSTS OF ACCEPTANCE OR REGRETS	79
N804 MAKE TRAVEL ARRANGEMENTS	75

TABLE A34

GROUP ID NUMBER AND TITLE:	STG489, PME ADMINISTRATIVE AND PROTOCOL CLERKS
GROUP SIZE:	11
AVERAGE MILITARY PAYGRADE:	E-4
AVERAGE TAFMS:	60 MONTHS
AVERAGE CIVILIAN TFCS:	-
PERCENT OF SAMPLE:	.3%
PERCENT MILITARY:	100%
PERCENT CIVILIAN:	0
AVERAGE TICF:	56 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	100
G395 REQUEST PUBLICATIONS FROM PDO	100
F279 MAINTAIN FILE PLAN	100
N797 MAIL GUEST INVITATIONS	91
N792 DEVELOP DINNER SEATING AND TABLE CHARTS	91
E139 FILE CORRESPONDENCE	91
F275 HAND-CARRY ADMINISTRATIVE COMMUNICATIONS	91
N820 WRITE PLACE CARDS	82
N794 ESTABLISH DINNER SEATING ARRANGEMENTS	82
N795 FINALIZE GUEST LISTS	82
E142 GREET VISITORS	82
H450 POST PUBLISHING BULLETINS	82
N800 MAINTAIN GUEST LISTS	73
N793 DEVELOP PROPOSED GUEST LISTS	64
N796 INVITE GUESTS	55

TABLE A35

GROUP ID NUMBER AND TITLE: STG299, SUGGESTION PROGRAM MANAGERS
 GROUP SIZE: 15 PERCENT OF SAMPLE: .4%
 AVERAGE MILITARY PAYGRADE: E-3 PERCENT MILITARY: 7%
 AVERAGE TAFMS: 20 MONTHS PERCENT CIVILIAN: 93%
 AVERAGE CIVILIAN TFCS: 91 MONTHS AVERAGE TICF: 16 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E219 REVIEW SUGGESTION EVALUATION AND TRANSMITTALS FOR COMPLETENESS	100
E176 OPERATE OFFICE COPIERS	100
E142 GREET VISITORS	100
E138 ESTABLISH CASE FILES FOR SUGGESTIONS	93
E139 FILE CORRESPONDENCE	93
E116 ANSWER TELEPHONES	87
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	87
B44 MONITOR SUGGESTION PROGRAM	73
E231 SUSPENSE OFFICES OF PRIMARY RESPONSIBILITY (OPR) FOR REPLIES	67
C60 EVALUATE SUGGESTIONS	67
D85 CONDUCT SUGGESTION PROGRAM TRAINING	60
F256 COMPOSE DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	53
B33 ADVISE PERSONNEL OF ADMINISTRATIVE PROCEDURES	53
F259 COORDINATE ADMINISTRATIVE COMMUNICATION SUSPENSES WITH ACTION OFFICES	47
E202 PROCESS AWARDS AND DECORATIONS	40

TABLE A36

GROUP ID NUMBER AND TITLE: STG309, PUBLICATIONS AND FORMS MANAGEMENT PERSONNEL
 GROUP SIZE: 43 PERCENT OF SAMPLE: 1%
 AVERAGE MILITARY PAYGRADE: E-6 PERCENT MILITARY: 70%
 AVERAGE TAFMS: 101 MONTHS PERCENT CIVILIAN: 30%
 AVERAGE CIVILIAN TFCS: 188 MONTHS AVERAGE TICF: 112 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	88
G377 PERFORM ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS	88
A6 DETERMINE WORK PRIORITIES	86
G353 EDIT STANDARD PUBLICATION DRAFTS	84
G371 MAINTAIN RECORD SETS OF PUBLICATIONS	84
G347 COORDINATE STANDARD PUBLICATIONS REVISIONS WITH OPR	81
G350 ADVISE OFFICES OF PRIMARY RESPONSIBILITY (OPR) ON PROCEDURES FOR ESTABLISHING STANDARD PUBLICATIONS	81
G360 INITIATE ANNUAL OR SPECIAL REVIEWS OF PUBLICATIONS	81
G369 MAINTAIN PUBLICATION INDEXES	81
G348 DETERMINE PRINTING SPECIFICATIONS OR METHODS FOR REPRODUCTION OF PUBLICATIONS	81
G400 REVIEW STANDARD PUBLICATION DRAFTS	77
G346 COORDINATE PUBLICATIONS MANUSCRIPTS WITH ORIGINATORS	77
G345 COORDINATE PUBLICATIONS MANUSCRIPTS CONTENTS WITH INTERESTED PARTIES	77
G337 APPROVE REPRINTS FOR STANDARD PUBLICATIONS	77
E198 PREPARE REQUESTS FOR PRINTING OR DUPLICATING SERVICES	63

TABLE A37

GROUP ID NUMBER AND TITLE: STG171, ADMINISTRATION MANAGERS
 GROUP SIZE: 117 PERCENT OF SAMPLE: 3%
 AVERAGE MILITARY PAYGRADE: E-7 PERCENT MILITARY: 91%
 AVERAGE TAFMS: 198 MONTHS PERCENT CIVILIAN: 9%
 AVERAGE CIVILIAN TFCS: 141 MONTHS AVERAGE TICF: 146 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
A6 DETERMINE WORK PRIORITIES	95
B33 ADVISE PERSONNEL OF ADMINISTRATIVE PROCEDURES	93
B34 ADVISE PERSONNEL OF WORK PRIORITIES	93
B43 INTERPRET POLICIES, DIRECTIVES, OR PROCEDURES FOR SUBORDINATES	85
E116 ANSWER TELEPHONES	83
A32 SCHEDULE LEAVES OR PASSES	80
B37 COUNSEL PERSONNEL ON PERSONAL OR MILITARY-RELATED PROBLEMS AND INDEBTNESS	79
A3 COORDINATE REQUIREMENTS FOR SPACE, PERSONNEL, EQUIPMENT, OR SUPPLIES	78
C54 EVALUATE PERFORMANCE OF MILITARY AND CIVILIAN PERSONNEL	77
A31 PLAN WORK ASSIGNMENTS	77
A16 ESTABLISH PERFORMANCE STANDARDS FOR SUBORDINATES	68
C45 ANALYZE WORKLOAD REQUIREMENTS	66
A12 DEVELOP WORK METHODS OR PROCEDURES	66
A15 ESTABLISH ORGANIZATIONAL POLICIES, OFFICE INSTRUCTIONS (OI), OR STANDARD OPERATING PROCEDURES (SOP)	66
E142 GREET VISITORS	61

TABLE A38

GROUP ID NUMBER AND TITLE: STG533, RECORDS MANAGERS
 GROUP SIZE: 34 PERCENT OF SAMPLE: 1%
 AVERAGE MILITARY PAYGRADE: E-5 PERCENT MILITARY: 65%
 AVERAGE TAFMS: 144 MONTHS PERCENT CIVILIAN: 35%
 AVERAGE CIVILIAN TFCS: 204 MONTHS AVERAGE TICF: 90 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
I467 ADVISE PERSONNEL ON RECORDS MANAGEMENT PROCEDURES	100
I469 APPROVE FILES MAINTENANCE AND DISPOSITION PLANS	94
E116 ANSWER TELEPHONES	94
I526 REVIEW FILES MAINTENANCE AND DISPOSITION PLANS	91
I468 ADVISE REQUESTERS OF FREEDOM OF INFORMATION ACT (FOIA) DETERMINATIONS	91
C67 PERFORM STAFF ASSISTANCE VISITS (SAV)	88
D83 CONDUCT RECORDS MANAGEMENT TRAINING	88
I483 DESTROY NONCURRENT RECORDS	88
I502 IDENTIFY SERIES OF RECORDS BEING TRANSFERRED TO RECORDS STAGING AREAS	85
I486 DETERMINE DISPOSITION OF NONCURRENT RECORDS	85
C56 EVALUATE RECORDS MANAGEMENT FILING SYSTEMS	82
I505 MAINTAIN FILES ON OFFICES OF RECORD	82
I488 DETERMINE RECORDS SERIES	79
I519 PREPARE OFFICE FILE SYSTEM SURVEY REPORT	71
I512 PERFORM OFFICE FILE SYSTEM SURVEY	65

TABLE A39

GROUP ID NUMBER AND TITLE: STG194, ADMINISTRATIVE ORDERS CLERKS
 GROUP SIZE: 31 PERCENT OF SAMPLE: 1%
 AVERAGE MILITARY PAYGRADE: E-4 PERCENT MILITARY: 65%
 AVERAGE TAFMS: 64 MONTHS PERCENT CIVILIAN: 35%
 AVERAGE CIVILIAN TFCS: 108 MONTHS AVERAGE TICF: 64 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
F272 DISTRIBUTE ORDERS	87
E116 ANSWER TELEPHONES	87
E185 PREPARE ADMINISTRATIVE ORDERS	84
F255 COMPOSE ADMINISTRATIVE ORDERS	84
E176 OPERATE OFFICE COPIERS	80
F311 REVIEW ADMINISTRATIVE ORDERS PRIOR TO AUTHENTICATION	71
F278 MAINTAIN ADMINISTRATIVE ORDER RECORD SETS	71
F246 ANSWER ADMINISTRATIVE ORDER INQUIRIES	61
F250 AUTHENTICATE ADMINISTRATIVE ORDERS	58
E198 PREPARE REQUESTS FOR PRINTING OR DUPLICATING SERVICES	58
B33 ADVISE PERSONNEL OF ADMINISTRATIVE PROCEDURES	55
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	52
E139 FILE CORRESPONDENCE	48
F283 MAINTAIN SUSPENSE FILES	45
F279 MAINTAIN FILE PLAN	45

TABLE A40

GROUP ID NUMBER AND TITLE: GRP098, RECEPTIONIST PERSONNEL
 GROUP SIZE: 135 PERCENT OF SAMPLE: 3%
 AVERAGE MILITARY PAYGRADE: E-4 PERCENT MILITARY: 36%
 AVERAGE TAFMS: 66 MONTHS PERCENT CIVILIAN: 64%
 AVERAGE CIVILIAN TFCS: 93 MONTHS AVERAGE TICF: 59 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E116 ANSWER TELEPHONES	99
E176 OPERATE OFFICE COPIERS	82
E139 FILE CORRESPONDENCE	69
E142 GREET VISITORS	58
E174 OPERATE MANUAL AND ELECTRIC OFFICE EQUIPMENT	51
F279 MAINTAIN FILE PLAN	39
F332 TYPE ROUGH DRAFTS OF ADMINISTRATIVE COMMUNICATIONS	36
F283 MAINTAIN SUSPENSE FILES	36
A6 DETERMINE WORK PRIORITIES	32
F330 TYPE CIVILIAN APPRAISALS	26
I517 PREPARE FILE GUIDES AND LABELS	21
F328 TYPE ADMINISTRATIVE COMMUNICATIONS IN FINAL FORM	21
E157 MAINTAIN OFFICE SUPPLY STOCK LEVELS	20
F329 TYPE APR	20
E205 PROCURE OFFICE SUPPLIES	19

TABLE A41

GROUP ID NUMBER AND TITLE: STG398, OFFICE AUTOMATED SYSTEMS PERSONNEL
 GROUP SIZE: 10 PERCENT OF SAMPLE: .2%
 AVERAGE MILITARY PAYGRADE: E-6 PERCENT MILITARY: 60%
 AVERAGE TAFMS: 160 MONTHS PERCENT CIVILIAN: 40%
 AVERAGE CIVILIAN TFCS: 178 MONTHS AVERAGE TICF: 120 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
A20 MAINTAIN OAS	100
E116 ANSWER TELEPHONES	100
A18 IDENTIFY TECHNICAL REQUIREMENTS FOR OFFICE AUTOMATED SYSTEMS (OAS)	100
E176 OPERATE OFFICE COPIERS	100
E175 OPERATE OAS	90
R908 ADVISE PERSONNEL ON EQUIPMENT AND FURNISHINGS AVAILABLE FOR OFFICE SYSTEMS	90
A19 IDENTIFY USER REQUIREMENTS FOR OAS	90
E206 PROVIDE GUIDANCE TO OAS USERS	80
R919 COORDINATE MAINTENANCE FOR OAS	80
E130 CONSTRUCT OFFICE AUTOMATED SYSTEMS (OAS) UPDATES	80
R906 ACQUIRE OFFICE AUTOMATED SYSTEMS (OAS) SUPPORT EQUIPMENT OR SOFTWARE	70
R941 MONITOR ACCESS TO TERMINALS	70
R907 ACQUIRE SPACE FOR OAS	70
R934 IDENTIFY TECHNICAL REQUIREMENTS FOR OAS	70
E233 TROUBLESHOOT SYSTEMS PROBLEMS	60

TABLE A42

GROUP ID NUMBER AND TITLE: STG404, BASE INFORMATION TRANSFER PERSONNEL CLUSTER
 GROUP SIZE: 83 PERCENT OF SAMPLE: 2%
 AVERAGE MILITARY PAYGRADE: E-4 PERCENT MILITARY: 90%
 AVERAGE TAFMS: 46 MONTHS PERCENT CIVILIAN: 10%
 AVERAGE CIVILIAN TFCS: 118 MONTHS AVERAGE TICF: 44 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
F322 SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS	88
F309 REDIRECT MISSENT OFFICIAL MAIL	87
F257 CONSOLIDATE MAIL SHIPMENTS	86
F284 METER MAIL	83
F321 SIGN RECEIPTS FOR ACCOUNTABLE CONSOLIDATED MAIL	81
F323 SORT COMMUNICATIONS WITHIN BASE INFORMATION TRANSFER CENTER (BITC)	81
F247 APPLY POSTAGE TO CONTAINERS	81
F289 PICK UP INCOMING ADMINISTRATIVE COMMUNICATIONS	81
E116 ANSWER TELEPHONES	80
F291 PICK UP OUTGOING ADMINISTRATIVE COMMUNICATIONS	78
F317 SACK MAIL	77
F273 DRIVE MOBILE DISTRIBUTION VEHICLES	73
F252 CALCULATE POSTAGE OR MAILING RATES AND FEES	71
F261 DELIVER ADMINISTRATIVE COMMUNICATIONS	70
F290 PICK UP MAIL FROM POST OFFICE	70

TABLE A43

GROUP ID NUMBER AND TITLE: STG423, BITC DISTRIBUTION CLERKS
 GROUP SIZE: 72 PERCENT OF SAMPLE: 2%
 AVERAGE MILITARY PAYGRADE: E-3 PERCENT MILITARY: 93%
 AVERAGE TAFMS: 39 MONTHS PERCENT CIVILIAN: 7%
 AVERAGE CIVILIAN TFCS: 105 MONTHS AVERAGE TICF: 39 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
F284 METER MAIL	96
F247 APPLY POSTAGE TO CONTAINERS	92
F323 SORT COMMUNICATIONS WITHIN BASE INFORMATION TRANSFER CENTER (BITC)	90
F257 CONSOLIDATE MAIL SHIPMENTS	88
F318 SECURE MAIL METERING MACHINES	88
F322 SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS	86
F308 RECORD MAIL METERING MACHINE READINGS	83
F317 SACK MAIL	82
F289 PICK UP INCOMING ADMINISTRATIVE COMMUNICATIONS	82
F321 SIGN RECEIPTS FOR ACCOUNTABLE CONSOLIDATED MAIL	82
F273 DRIVE MOBILE DISTRIBUTION VEHICLES	81
F291 PICK UP OUTGOING ADMINISTRATIVE COMMUNICATIONS	81
F252 CALCULATE POSTAGE OR MAILING RATES AND FEES	81
F262 DELIVER MAIL TO POST OFFICES	81
F290 PICK UP MAIL FROM POST OFFICES	76

TABLE A44

GROUP ID NUMBER AND TITLE: STG651, HQ UNIT ACCOUNTABLE MAIL PERSONNEL
 GROUP SIZE: 11 PERCENT OF SAMPLE: .3%
 AVERAGE MILITARY PAYGRADE: E-4 PERCENT MILITARY: 73%
 AVERAGE TAFMS: 102 MONTHS PERCENT CIVILIAN: 27%
 AVERAGE CIVILIAN TFCS: 140 MONTHS AVERAGE TICF: 77 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
E176 OPERATE OFFICE COPIERS	100
E116 ANSWER TELEPHONES	100
F322 SIGN RECEIPTS FOR ACCOUNTABLE CONTAINERS	100
F269 DETERMINE WHO RECEIVES MISADDRESSED ADMINISTRATIVE MESSAGES	91
F324 SORT INCOMING/OUTGOING COMMUNICATIONS OTHER THAN IN BITC	82
F321 SIGN RECEIPTS FOR ACCOUNTABLE CONSOLIDATED MAIL	82
J570 SECURE CLASSIFIED MATERIAL	82
J560 PREPARE RECEIPTS FOR CLASSIFIED MATERIALS	82
F309 REDIRECT MISSENT OFFICIAL MAIL	82
F261 DELIVER ADMINISTRATIVE COMMUNICATIONS	82
F287 PACKAGE UNCLASSIFIED MATERIALS	82
F289 PICK UP INCOMING ADMINISTRATIVE COMMUNICATIONS	73
K587 BREAKDOWN MAIL	64
J571 STORE CLASSIFIED MATERIAL	64
K633 PROCESS INCOMING OFFICIAL REGISTERED MAIL	64

TABLE A45

GROUP ID NUMBER AND TITLE: STG242, FORMS DISTRIBUTION SPECIALISTS
 GROUP SIZE: 18 PERCENT OF SAMPLE: .4%
 AVERAGE MILITARY PAYGRADE: E-4 PERCENT MILITARY: 89%
 AVERAGE TAFMS: 46 MONTHS PERCENT CIVILIAN: 11%
 AVERAGE CIVILIAN TFCS: 14 MONTHS AVERAGE TICF: 40 MONTHS

TASKS	PERCENT MEMBERS PERFORMING
H426 ISSUE NONACCOUNTABLE FORMS TO CAR	94
H464 WAREHOUSE FORMS	83
H415 DISPOSE OF EXCESS FORMS STOCK	83
H455 PROCESS FORM REQUISITIONS TO CAR	78
H438 MAINTAIN LRA FORMS	72
H448 PACKAGE FORMS FOR SHIPPING	67
E116 ANSWER TELEPHONES	67
H450 POST PUBLISHING BULLETINS	61
H452 PREPARE FORM REQUISITIONS	61
H418 ESTABLISH FORM STOCK LEVELS, OTHER THAN THROUGH AUTOMATED SYSTEMS	61
H457 PROCESS REQUESTS FOR NEW OR REVISED FORMS	61
H442 MAINTAIN REORDER MARKER AND INVENTORY CONTROL RECORD FORMS	56
H456 PROCESS FORM REQUISITIONS TO PUBLICATIONS DISTRIBUTION CENTER (PDC)	56
H427 LOAD FORMS REQUIREMENTS INTO PUBLISHING DISTRIBUTION OFFICE SYSTEMS (PDOS)	50
H436 MAINTAIN FORMS INDEXES	50